



Why SaaS?

Software as a Service (SaaS) is becoming increasingly popular, as organisations see the advantages of being able to access platforms from any location with internet access. SaaS harnesses the benefits of being able to add greater flexibility to our work environments, whilst freeing up time and investment resources typically required to deploy hardware or manage the technology.

This is especially the case for telecare monitoring centres, which use highly specialist software solutions and offer vital support that can be life-saving.

Tunstall Healthcare's PNC IP has been developed to be deployed as a robust and highly reliable SaaS offering, which means providers can focus on their priorities for delivering their service, rather than solving any technology challenges.



Cost effective

- No need for substantial upfront capital expenditure to upgrade/install infrastructure
- Effective budget planning and cost forecasting with a licence-based pricing model
- Lower costs of ongoing maintenance and upgrades, and no unexpected expense



Scalable

- Easily scalable to your changing needs, so you pay for what you use
- Flexible operator deployment supported by multi-location and homeworking facilities



Secure and reliable

- Simpler and safer onboarding and offboarding with user access control
- Smooth transition and protection against data loss with 100% mirrored instance database
- Strong cybersecurity: ISO 27001 accredited provider
- SaaS deployment offers high levels of uptime, and disaster recovery options are available
- More resilient to site-specific outages (power and telephony)
- Contributes to a reduced corporate risk profile



Continuously improving

- Evolving technology that will deliver enhancements over time
- New features and software upgrades as soon as they become available automatically
- No requirement to be locked into upgrade cycles by agreement renewals



Supported

- Smooth deployment by expert project delivery teams with significant experience in developing, specifying and deploying PNC systems
- In-depth training to help providers to realise the full potential of the system and get the most out of their investment straight away
- Ongoing technical support provided as standard
- Specialist teams who understand the importance of continuity of service
- Operator training reduced and smooth transition supported by familiar, intuitive interface



Digital ready

- Partnership approach to planning transition to the digital communications network ahead of the 2025 deadline
- Enables digital monitoring using, EN 50134-9 (CENELEC) and BS8521-2 (NOW-IP)
- Still supports analogue signalling
- Proven technology on which to build and grow a high-quality service, with PNC IP just one part of Tunstall's complete digital solution



Flexible and efficient

- Rapid alarm handling, call allocation, clear workflows, recording and reporting
- Option to include Tunstall Response as part of your monitoring service, depending on your needs
- Additional components available enabling you to create the service model that's right for you
- High performance enabled through clear and concise operational insights in near real time
- High operator visibility within PNC IP, with clear concise information delivering context where needed for swift service provision
- Multi-tenancy features add flexibility and third-party integration supporting collaboration



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