PNC IP

Tunstall Service Platform

What is it?

PNC is a real time call handling solution to manage and respond to alarms that are triggered by a service user or a device. PNC IP is its new IP-enabled version.

It provides the ability to respond to a high number of calls coming into a monitoring centre from multiple sources.

As part of the Tunstall Service Platform, PNC IP can support multi tenancy, and multiple protocols, both analogue and digital.

PNC IP key features

- **Subscription-based, SaaS solution:** Significantly reduces capital expenditure and delivers a host of business and operator benefits

- **Supports multiple sources:** Dispersed alarms, schemes and mobile devices. Also supports lone worker functions

- **Multi-tenant system:** Supporting multiple monitoring centres, regions and authorities

- **Call overflow:** To assist with the effective management of peak call times. Call escalation can also be configured

- **Call conference and forwarding:** Extending call handling capabilities

- **IP protocols supported:** IPACS, CENELEC SCAIP (EN 50134-9), NOW IP (BS 8521-2)

- **Analogue protocols supported:** BS8521-1, TT92, TT21, TTNew and many more

- **Integrated voice recording:** Integrated with Call History

- **Skills editing and routing:** Create and customise a range of skills to reflect the core competencies within your team, directing calls to specific based on operators' skills or based on line numbers dialled

- **Remote programming:** To remotely configure and check telecare units and related devices

- **Wallboards:** Providing real time call handling information, with full customisation of data across multiple call centres (as needed)

- **Significantly increased workstation capacity:** Supporting flexible working

- **MS proxy:** Enabling multiple vendors to be built into your service

- **Third party app parameters:** Deploy any tools outside of PNC, quickly and effectively

- **Call history advanced search:** Easily identify the history of calls coming in from other centres, where operating within a multi-tenant infrastructure

How does it work?

When an alarm is triggered, it sends a call to the monitoring centre.

PNC IP triages the type of alarm coming in and directs the call to an operator to manage the call.

PNC IP provides the operator with all the information they need to respond effectively and provide the end user with the right support.

It details the individual's information, information about their home, which equipment they have as part of their agreement and medical and emergency contact details.

The operator can directly call the service user's chosen contacts, professional responders or carers (where available as part of that particular service) or any of the emergency services, depending on the type of event.

Who is it for?

Service providers offering 24/7 monitoring service to:

- Service users
- Local authorities
- Housing providers
- Charities

How can PNC IP support you and your service users?

- 24/7 support to provide peace of mind to service users and their family and friends
- Reassurance that alarm calls will be dealt with quickly and effectively, ensuring the correct care is administered
- The ability to record, audit and report on the performance to ensure SLAs and correct levels of compliance are met
- Recording of calls and call conferencing to support training and quality control

Which protocols and devices does PNC IP support?

Tunstall's PNC IP solution is compatible with more than 50 protocol families which encompass hundreds of individual protocols and signalling types.

A large number of devices are supported by PNC IP – an example but not inclusive list of supported devices are:

- Tunstall home hubs (Lifeline Digital, Lifeline Smart Hub, Lifeline Vi+, Lifeline Vi) and a wide range of Tunstall telecare sensors and peripherals
- A number of IP protocols (EN 50134-9 (CENELEC SCAIP), BS8521-2 (NOW-IP 1.6), IPACS
- Mobile telecare devices
- Numerous third party devices that use any of the supported protocols

Why Tunstall?

Over the last sixty-five years, Tunstall Healthcare has pioneered the use of technology to enable independent living, creating Connected Healthcare solutions that support more than five million people and their families across the world.

We focus on using the latest digital and mobile technology to enable people to feel safe, secure and independent, giving them the freedom to live the life they choose.

Tunstall Response operates a dedicated specialist alarm monitoring centre, providing services on behalf of 190 local authorities, housing associations, police services and charities across the UK. It monitors and safeguards around 90,000 primary connections and over 100,000 more on a disaster recovery or out-of-hours basis. Tunstall Response operates to the TSA's Telecare Code of Practice, following the TSA's Code matrix, and delivers regular reporting to ensure compliance with SLAs.

bsi. ISO 9001 Quality Management

Tunstall