PNC7

Next generation
monitoring centre software

Tunstall

Introducing **PNC7**

PNC7 represents a new benchmark in the development of monitoring centre software, providing a powerful, reliable and scalable technology platform that is easier to use, more flexible, and more efficient than ever.

The latest generation of PNC builds on Tunstall's heritage of providing groundbreaking, robust software and enhances this with vital business intelligence tools and intuitive functionality to underpin the delivery of effective, sustainable services both now and in the future.

Uniquely, **PNC7** has been developed to be person-centred rather than dwelling-based. This, combined with the capability to integrate with existing systems, provides an unrivalled platform for holistic care planning across housing, health and social care.

In addition to its new, innovative features, **PNC7** incorporates numerous technological refreshes which, as well as enabling centres to undertake core business activities more effectively by making the system easier to navigate and interrogate, will also empower them to expand their service offering.

Web-based modules such as Information Manager and Service Manager remove limitations on worker location enabling flexible staff deployment using a range of devices including tablets and smart phones.

Operating on an end-to-end Microsoft platform, **PNC7** offers unparalleled integration opportunities and its new data model supports the consolidation of activities across multiple centres.

PNC7 represents a huge step forward in the development of monitoring centre technology, providing a firm base for the evolution of centres and delivering maximum value from your investment. Whether you require a stable solution for a small monitoring centre, or you need the capability to support operators working on behalf of numerous organisations and the flexibility to manage telecare and telehealth services using the same system, **PNC7** provides the ultimate platform.

7 key features

Advanced analysis and reporting

PNC7 provides unparalleled reporting capability, giving users without extensive IT knowledge the ability to create myriad reports according to the individual needs of their centre. From statistics to staffing and delivery to dashboards, reports can be produced, saved and even automatically scheduled to be run and distributed. Essential performance information has never been easier to access and share.

Remote capability

PNC7's web-based technology means the system can be accessed from any secure location, removing restrictions on worker location and offering ultimate flexibility when it comes to disaster recovery and business continuity. Conversely, PNC7 allows telecare equipment in the field to be programmed from the monitoring centre, enabling you to adjust the settings on devices such as bed occupancy sensors remotely. Lost pendants can be posted to the service user and reprogrammed without the need for a staff visit, increasing the efficiency of your service.

Consolidation

Because PNC7 operates on the Microsoft platform, the opportunities to integrate with other systems are vast. Combined with its new data model, this makes it easy for centres to operate on behalf of other organisations, whether this is a reciprocal disaster recovery agreement, out of hours calls or a fully managed service.

Enhanced operator support

PNC7's Operator Assistive Workflow tool provides a helping hand to operators, providing a step-by-step onscreen guide to procedures as they handle calls. Particularly when centres are handling calls on behalf of a number of clients, this helps to ensure continued high performance levels.

Case Manager

PNC7's Case Manager module delivers up to date performance management information at the touch of a button. As well as monitoring day-to-day operations, it also inter-relates events and outcomes, helping to assess the impact of the service.

Service Manager

Service Manager, as the name suggests, is an easy to use hub for managing the whole lifecycle process including referrals, test calls, stock, battery management, cleaning, archiving and decommissioning, supporting efficient service delivery.

Device support

No other monitoring centre software is capable of supporting as many alarm protocols. Hundreds of individual signaling types from dozens of manufacturers are compatible, meaning telecare support can be offered according to the needs of the individual, not the capability of the centre.

Operator Assistive Workflow

In a busy monitoring centre, especially one handling calls on behalf of multiple organisations, it can be difficult to know which operational protocols should be followed for each call. Different contracts may require different actions – the management of door entry calls, procedures for informing scheme managers, and the opening of new cases for example.

PNC7's Assistive Workflow functionality guides operators through appropriate procedures for calls handling enabling them to easily adapt processes for managing different customer and call types. The intuitive system provides onscreen indication of the 'next steps' in any given scenario, according to agreed protocol.

Benefits

• Supports the delivery of an improved, personalised service

• Easy and quick to use with no need to refer to documentation

• Increases accuracy and adherence to protocols

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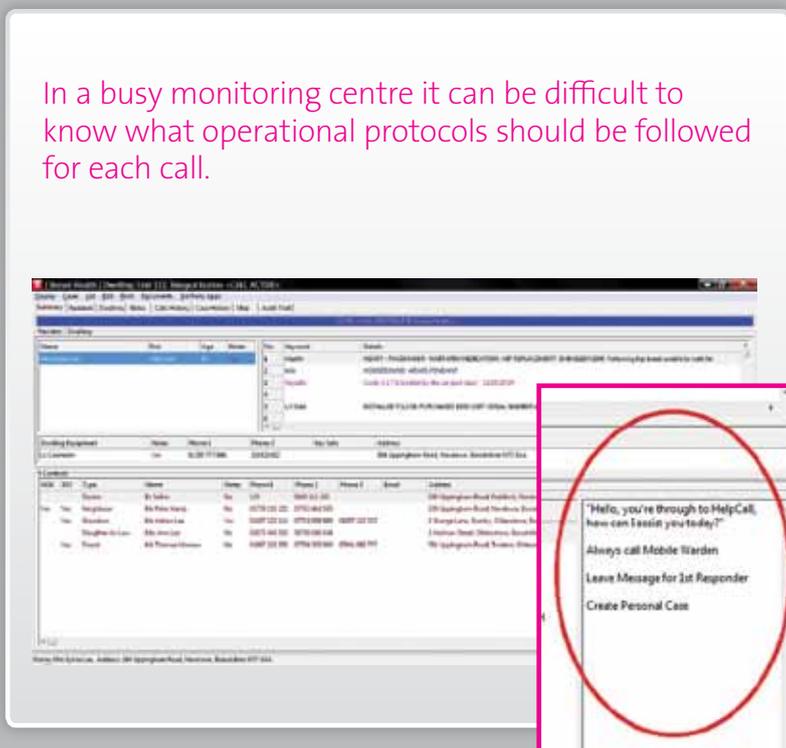
• Different contracts may require different actions – the management of door entry calls, procedures for informing wardens and scheme managers, opening of new cases

• The Operator Assistance tool enables monitoring centres to present this information to operators in a simple format for each Authority and Call Type

• This reduces the chance of errors, provides access to instructions without the need to refer to documentation, and delivers a more personalised service

Information Manager

Using data warehousing provides business intelligence from both **PNC7** and Service Manager elements, Information Manager enables analytics and reporting on both call handling performance and service delivery processes.

Additionally there is a bespoke report writing tool, allowing managers to easily create, save, and automatically schedule and distribute tailored reports in a variety of formats without the need to understand database structures or query languages. These reports can be used to monitor business growth, analyse trends, manage staff levels and provide performance intelligence to corporate clients. It also has a new interface which overlays maps with statistical information to provide a geographical representation of activity, highlighting areas which are resource heavy and supporting predictive planning.

Information Manager features a new dashboard, giving easy access to statistics on referral, assessment, installation and response times to enable efficient management of services and the ability to track performance against KPIs, SLAs and industry codes of practice.
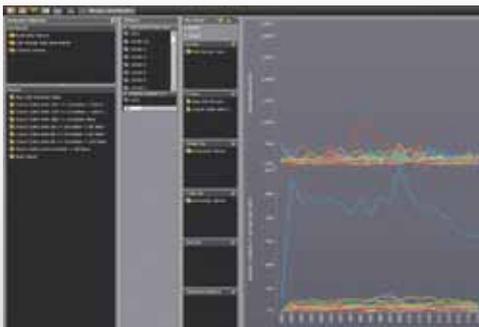
Core reporting functionality

Schedule, save and distribute regular reports

Bespoke report writing

Service Manager

The Service Manager module supports the efficient running of a telecare service, keeping track of the delivery process from end-to-end and enabling bespoke reporting on processes such as referral, assessment, scheduling, installation, change requests, asset management and decommissioning.

Crucially, Service Manager also enables the recording of client outcomes, helping to evaluate the impact of the service as a whole and of any initiatives that may be in place, i.e. a Falls Management Programme.
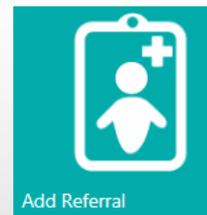
Benefits

- Single point of access for all management tasks

- Reduces data entry duplication and associated errors

- Staff schedules, equipment and data onboarding

- Optional linkages to social care, assessment and warehouse systems

Mrs Bennett's story

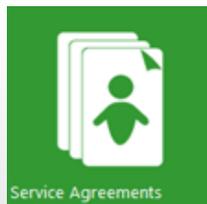Mrs Bennett, 81 has been recently discharged from hospital following a fall.

Referral

Add Referral

New referral created for Mrs Bennett capturing details from agency referral form.

SLA

Service Agreements

A service agreement is created to ensure Mrs Bennett receives a high quality, co-ordinated service.

Assessment

Mrs Bennett's needs are assessed and appropriate equipment selected.

Inventory

Inventory

Equipment is selected, programmed and synchronised to PNC prior to installation.

Management

Service Manager tool co-ordinates necessary processes to ensure smooth on-going maintenance delivery.

Benefits

PNC7 has a wealth of new functionality and unique features designed to support the delivery of an efficient monitoring centre service, and delivers benefits for all stakeholders.

Operator Benefits

- All calls are delivered seamlessly to the desktop regardless of provenance (analogue, digital, SIP/IP). The interface will only enable options and actions pertinent to the calling equipment, without operator intervention.

- Operator Assistance will guide the operator on relevant procedures on receipt of any call, according to type or customer, reducing the need to refer to manuals thus reducing the risk of errors and helping to meet response times.

- Case Management allows operators to keep on-going incidents active whilst continuing with their call handling responsibilities. This allows different conversation strands and calls to be stitched together to follow any incident from initiation to completion.

- Data Navigator allows operators to quickly find the information that they need and to browse all the data within their scope.

- Call meanings can be edited on an individual, rather than global, basis providing not only operators with the type of device raising the call, but also its location within a property for example.

Operational Management Benefits

- **PNC7**'s analytics functionality provides detailed near real time views on operational compliances and KPIs through dashboards, which can be published on wall boards, through web pages, or delivered to mobile devices.

- Case management and bespoke reporting capability support compliance to SLA, and on-going management of service delivery, including for value added services such as lone worker monitoring, bogus callers, dementia care and falls management.

- Service Manager provides an environment for managing staff schedules, equipment and data onboarding, modification and decommissioning, reducing data entry duplication and providing a single point of access for all management tasks, based on operational procedures.

- Particular call types can be automatically directed to individual operators with distinct skill sets to optimise centre performance.

- A wide range of protocols are supported for unsurpassed interoperability, including Tunstall's patented STMF protocol for improved system resilience.

- Adherence to Telecare Services Association's Code of Practice parts 1, 2 and 3 are supported.

Strategic Benefits

- Consolidation features mean call handling can be shared across multiple authorities using distinct **PNC7** systems. Centres may be streamlined to operate during office hours only, with out-of-hours calls, planned outages and disaster recovery automatically promoted to the workstations of nominated operators when needed without the need for them to log out or move to another workstation, and no replication between servers is required.

- Analytics and business intelligence supports the overlay of publicly available data sources and geo location options such that strategic planning and resource management can be matched to resource-heavy areas.

- Use of the Microsoft technology stack makes **PNC7** more easily integrated into existing systems, reducing reliance on third parties for implementation.

- PNC offers a variety of integrations with third party systems, such as those delivering:

  Mapping services and applications; Online cameras; Voice recorders; Address software; Operator evaluation software; Service management suite; Business intelligence; Analytics; Data Warehouse; PBXs; Configurable 3rd party parameterised applications launcher enabling individual records to be linked to software applications.

- API connectivity via Service Manager provides optional linkages to social care, assessment and warehouse systems.

At a glance

Device types

PNC7 Supports fail-safe, critical monitoring of the following types of devices and systems:

- Dispersed alarms including social alarms and telecare
- Hardwired schemes
- Lone worker via IVR
- Mobile locatable devices for lone workers, domestic violence, dementia
- Security diallers

Telephony and calls handling

PNC7 supports 4 to 511 lines, 1 to 200+ operators and accepts calls traffic from:

- Analogue lines
- Digital lines
- IP/SIP calls
- POTs calls

Lines are multi-protocol, reducing infrastructure and on-going telephony costs.

Core functionality

Feature Overview

Architecture

PNC7 has been developed on the Microsoft technology platform, from the SQL Server database, with new applications using the .NET4 framework, and supports the latest Windows 8 operating system. Employing this widely-used platform supports the consolidation of systems and telephony and is part of Tunstall's strategic aim to standardise software development.

VoIP is supported on **PNC7**, enabling centres to manage voice or SMS calls from VoIP alarm units working towards universal connectivity and industry standardisation. Using a unified communications platform provides centres with the ability to receive calls from any alarm raising equipment, delivering the ultimate flexibility.

Unique to **PNC7** is its ability to support Tunstall's patented STMF protocol, providing resilience against the changes in underlying telephony infrastructure, which may be problematic to DTMF units.

PNC7's Service Manager and Information Manager modules are both delivered exclusively using web-based technologies and data warehousing. Business analytics and dashboards are available through applications that will run on Apple and Android devices, removing limitations on worker location enabling flexible staff deployment.

Resilience

PNC7 is tested as resilient and performant from a single PC implementation all the way up to more than 200 concurrent call handling operators, and adheres to the strictest regulatory requirements laid down by data protection acts, the FDA and HIPAA.

Consolidation

PNC7 contains a fully partitioned database, which allows multiple organisations to span call traffic across a number of CTI (Computer Telephony Integration) servers. This new data model enables the integration of multiple PNC7 systems onto a single software infrastructure, making it possible to broker relationships between centres creating efficiency gains from consolidating high-cost activities such as out of hours monitoring, planned outages and disaster recovery.

Case Management

The Case Manager module supports operators in managing activities such as dispatching responders, managing critical events (such as falls and ambulance call outs), managing general incidents, and monitoring equipment service tasks. This tool is of great value in monitoring the quality of service delivery and focuses directly on the specific services provided by each monitoring centre.

Core capabilities:

- **Full remote reprogramming** - for all Tunstall home units as well as most third party devices.

- **Door entry** - including webcams, online operator assistance and case management tool.

- **Scheme auto test** - automated out of hours check on scheme equipment operation.

- **CLI-based calls** - phone calls received by the centre will pull up records from different areas of the system based on the calling telephone number.

- **System monitoring and auto-reporting** - engineering and management alerts are configurable by SMS, email and Net Send.

- Incident and case management.

System enhancements

Data Navigator

PNC7 offers a powerful new search facility which enables users to quickly and easily browse the content of databases, drilling down through information subsets to find relevant content.

Operator Assistive Workflow

An operational workflow tool which guides operators through appropriate procedures for calls handling, enabling them to easily adapt processes for managing different customer and call types. The intuitive system provides onscreen indication of the 'next steps' in any scenario with regard to agreed protocol, increasing operational efficiency and improving adherence to procedures.

Bi-directional SMS

Onscreen SMS messages can be sent and received, and recorded on client records, giving operators an additional, easy means of instant communication even during active calls.

Enhanced operator support

New features – optional, integrated

Information Manager

Exclusive to **PNC7**, this module uses data warehousing to provide business intelligence from both PNC7 and Service Manager elements, enabling analytics and reporting on both calls handling capability and service delivery processes. Information Manager features a new dashboard, giving easy access to statistics on referral, assessment, installation and response times to enable efficient management of services and the ability to track performance against KPIs and SLAs.

Additionally there is a bespoke report writing tool, allowing managers to easily create, save, distribute and schedule tailored reports without the need to understand database structures or query languages. It also has a new interface which overlays maps with statistical information to provide a geographical representation of activity, highlighting areas which are resource heavy and supporting predictive planning.

Service Manager

The Service Manager module supports the efficient running of the service, keeping track of the delivery process from end-to-end and enabling bespoke reporting on processes such as assessment, referral, scheduling, installation, change request, asset management and decommissioning.

Technology you can trust

Tunstall has been at the forefront of delivering pioneering telehealthcare solutions for more than 55 years, and our person-centred technology supports more than 3.6 million people worldwide, empowering them to live their lives to the full.

We offer end-to-end solutions encompassing software and hardware development; world-leading manufacturing and technical standards; unsurpassed installation and customer service; and uninterrupted monitoring solutions.

Our monitoring centre software is supported by a team of specialist IT engineers, dedicated to providing on-going, specialised technical support from specification to implementation and beyond.

A British manufacturer with a global presence, half of the world's monitoring centres operate using Tunstall's PNC software.

If you'd like further information, or a demonstration of PNC7 in action, visit **tunstall.com**
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