Tunstall Service Platform and SaaS

Service Definition Document

G-Cloud 14 Framework

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About Tunstall

Tunstall has been at the forefront of technology innovation for the health, housing and social care markets for over 65 years, growing to become a UK manufacturer with a global presence. Its pioneering software, hardware and services enable providers to deliver integrated, efficient and person-centred care in the community, and empower people to live more independently and with an improved quality of life.

Tunstall works with social care providers, healthcare services, housing and retirement living providers and charities in 18 countries, improving the lives of more than five million people, including those living with dementia, learning disabilities, physical disabilities and long-term health conditions.

As technology advances and solutions become increasingly digital and cloud-based, we will work closely with our customers and partners to enable them not just react to events, but to predict and even prevent them, using data-driven insights. Our focus is on creating a more connected world that fulfils the potential of technology to offer intelligent care and support, and give people greater choice and control about how they live their lives.

Our vision

A world where people have the freedom to live life to the full in a place of their choice.

Our mission

To provide technology-based solutions and services to improve our customers' ability to deliver new, more efficient, and effective models for health and care management in the community setting.

Tunstall in numbers

Over 65 years' experience

More specialist engineers than any other service provider in the industry

Over 3,000 employees worldwide

Engineers accredited to NICEIC and FIA standards

5.4 million people around the world supported by Tunstall products and services

Engineers have an average 20 years' experience

17 monitoring centres around the world supporting 1.4m people

24/7 Customer Satisfaction Centre

Introduction to Tunstall Service Platform and SaaS

Tunstall Service Platform (TSP) as a SaaS Model offers many advantages:

- **Latest technology** – the immediate and on-going benefits of Tunstall's latest call monitoring and management applications delivered to your selected desktop(s).

- **Cost effective** – no need to invest in locally based call handling technology and infrastructure as Tunstall host this in a highly resilient, flexible and secure environment.

- **Additional services with little to no capital investment** – expand the services you currently offer, by adding additional applications such as field force management or pro-active services

- **Scalable** – the system is sized to suit your needs and we will even take care of such things as the UPS and generator. You will need to consider power requirements to support the desktop devices at your centre.

- **Considerable savings** – in areas such as infrastructure provision. You will no longer need to find dedicated space for equipment or have in place specialist maintenance contracts again, except for the locally based equipment. (Desktop printers etc.)

- **Disaster Recovery can now be seamless** – Tunstall Response can provide an interim DR service or Business Continuity

- **Transparent Cost Model** – the Tunstall Service Platform SaaS Model is provided for using an annual connection charge based on the size of the customers service which is fully inclusive of all costs associated with delivering the service

- **Flexible** – supports both analogue (tone-based alarm equipment) and digital (IP based devices)

The Technology Behind the Solution

At the heart of Tunstall Service Platform solution is PNC, the market leading call and alarm management and monitoring application. PNC adds an extra dimension in performance offering extensive, feature rich call handling capabilities.

The SaaS model delivers PNC call management and monitoring application by using a thin client protocol, Microsoft Remote Desktop Services (RDS). This will allow remote users (operators) the same fast access to the PNC application irrespective of their location or access method.

Data is delivered via reliable, redundant internet connection.
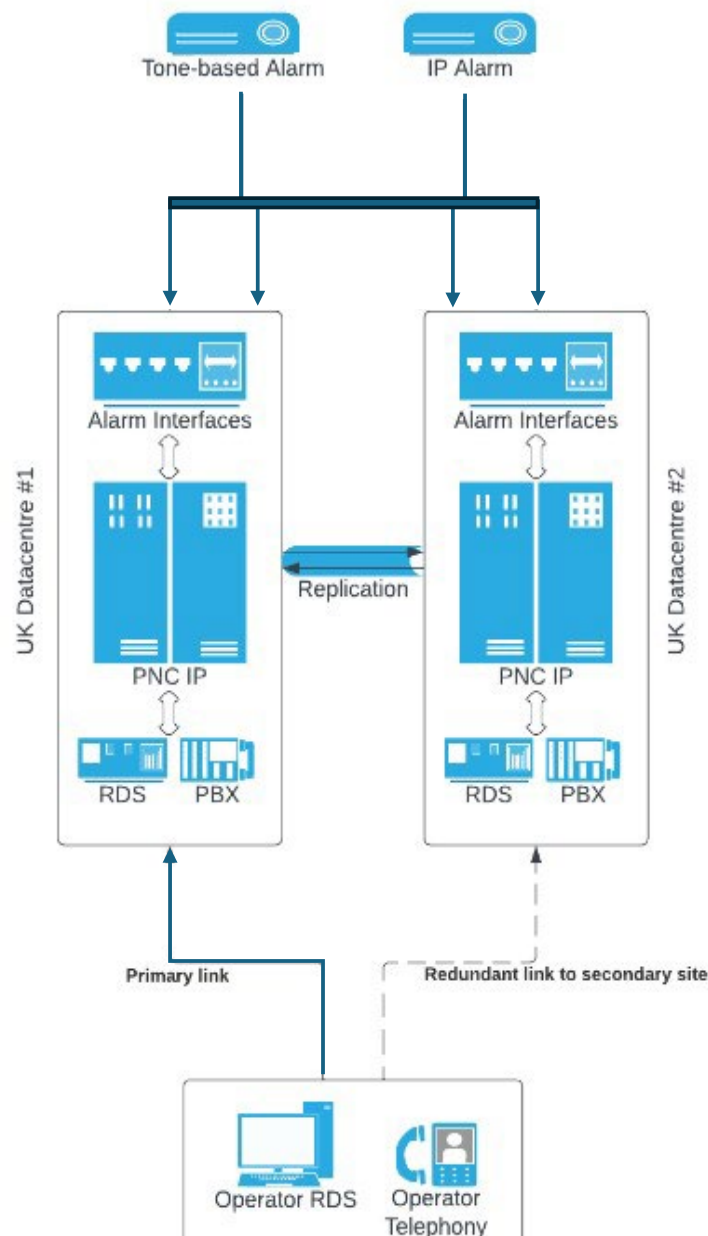
Database Management

The Tunstall SaaS platform is operated over two datacentres, which are constantly in synchronisation, ensuring that we always have access to the latest database. Data can be moved seamlessly from one database to another if required.

Disaster Recovery and Business Continuity

SaaS supports effective business continuity. In the event that the client is unable to handle calls due to a local disruption to an essential service, such as loss of power or telephone communications, a building evacuation or unavailability of staff, the SaaS platform enables operations to continue in a different location. Alternatively, Tunstall Response can cover services during this period; this can be quoted separately.

Data Routing

The SaaS Model provides secure access to the Tunstall Service Platform. The client will be required to arrange secure access to Tunstall's SaaS platform.

Access is via reliable, redundant internet connection. Tunstall works collaboratively with customers to ensure they have the appropriate internet for the service.

Telephony Routing

All calls are received in the first instance by Tunstall Service Platform. Following identification and acceptance of the call by your operator, the voice communication is delivered to the operator's desk phone/headset.

The client will need to provide a telephone connection with a DDI number for each operator workstation. It is recommended that the telephone used to receive the call has the ability to be set-up to auto answer incoming trunk calls and that headsets are noise cancelling. Alternative telephony options such as VoIP would be subject to discussion.

This proposal does not include for the provision of telephony services or modification to any telephony equipment at the client's site.

The annual TSP licence and support charge includes all call charges made via the system.

Data / Database Transfer

The data currently held and used by the customer would require migrating to the TSP SaaS platform. Tunstall works in collaboration with customers to manage migration effectively and ensure no interruption to service users.

Voice Recording

All calls are recorded by the platform's central Voice Recorder system, and playback is integrated within our systems for easy access as required.

Training

Tunstall has a highly qualified specialist training team, with vast experience of training both existing and new users of Tunstall's software applications. Training can be delivered either remotely as part of an e-learning programme or at the client's site to small groups of operators (maximum of six) to ensure a personalised and effective training experience.

Ongoing Support

Our dedicated Customer Service Team is on hand 24 hours a day, 365 days a year providing a friendly and professional service. We also have a Help Desk, with a team of experienced advisors available to answer technical queries.

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