
Multiple Service Monitoring Centre Solution



Reference number / Version
2026 / 2.0
Enovation
Contact +31 (0)88 8 366 366 info.nl@novationgroup.com www.enovationgroup.com/nl

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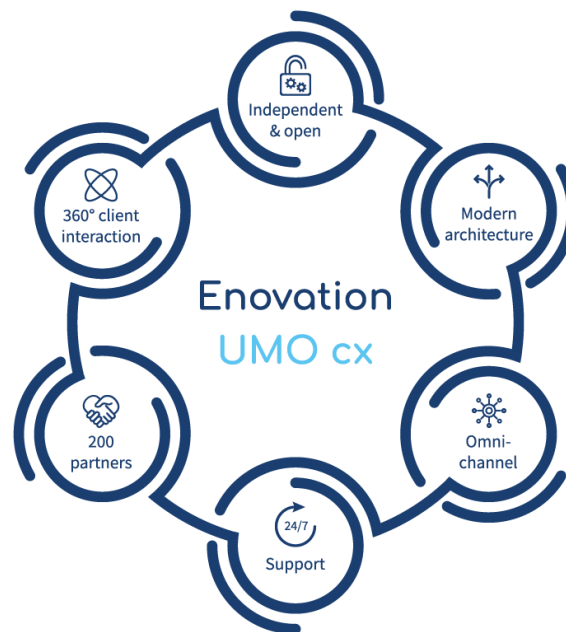
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1 GENERAL

Enovation UMO cx is an independent and open Multiple Service Centre solution for monitoring telecare, healthcare and telehealth services. It is offered as multi-tenant Software as a Service (SaaS) by Enovation.

Enovation offers with UMO cx a futureproof and flexible solution, that can be seamlessly expanded over time. Optional functionalities - such as the integration of various Enovation solutions - can be added with ease, ensuring the platform evolves alongside organisational needs. UMO cx is designed to adapt to market developments and emerging requirements, maintaining its relevance and effectiveness for all users.



Specific enhancements will address evolving healthcare demands, demographic changes, and the growing need for remote care and monitoring.

Main Focus Areas

1. Remote Care: Living Safely at Home for Longer

- **Solution: UMO cx**
- With UMO cx, patients can enjoy the comfort of their homes while receiving top-notch care. Our remote care solutions enable continuous monitoring and support, ensuring safety and peace of mind.

2. Care Nearby: Always Accessible Care

- **Solution: Mobile Responder**
- Our Mobile Responder solution ensures that help is provided quickly and effectively from nearby responders. This approach guarantees timely and effective care, no matter where you are.

Futureproof Solutions

- **Completely Rebuilt SaaS Solution:** Our platform is designed from the ground up to be robust, scalable, and secure.
- **Simplified telephony** by using the web browser for both audio and video communications.
- **New Approach:** We offer innovative coordination of care across all types of Monitoring Centres.
- **Open to Integration:** Collaboration with third-party solutions is seamless, taking healthcare to the next level.
- **Connect the Chain:** We maintain close contact with professional caregivers, personal caregivers, and technical services to ensure a cohesive care network.

With Enovation UMO cx, the future of healthcare is here – integrated, personalised, and futureproof.

1.1 UMO cx Functionalities

Enovation UMO cx includes a range of standard and optional functionalities organised in the in the following key components:

1. **UMO cx Platform** - The core foundation that powers the UMO cx solution.
2. **Event / Alert Handling** - A multi-protocol alarm receiver for certified UMO partners. Functionalities for receiving and handling (alarm) events sent to, or initiated by, the UMO cx platform.
3. **Data Management (CRM)** - CRM functionalities for managing client and service data.
4. **Workflow Services** - Automated services that enhance and support UMO cx workflows by providing relevant information at the right time.
5. **UMO Data Gateway** - Functionalities that facilitate in accessing data in the UMO cx platform.

UMO cx is designed to grow with your needs. Through ongoing development, the platform is continuously enriched with new functionalities and integrations that enhance user experience and streamline workflows to reduce operator workload and improve operational efficiency. This ongoing innovation ensures UMO cx remains a futureproof solution, capable of adapting to emerging needs and delivering value across the care continuum.

2 UMO CX PLATFORM

The core foundation that powers the UMO cx solution.

2.1 UMO cx Core

Introducing our innovative product, designed with a focus to deliver the right notification and information to the right person at the right time.

Rooted in the philosophy that no alarm should ever be missed, our design principles prioritise **Availability, Security, and Privacy by Design**.

2.1.1 Design Principle

The UMO is designed on the principle that an alarm must never be lost and that the right person at the right time with the right information is involved in the alarm handling.

These principles are clearly reflected in both the technical design - covering availability, security, privacy and scalability - and the functional design which supports collaboration and intuitive access to the correct information.

2.1.2 Customer Agreements

The processes descriptions, security and back-up measures are detailed in the Security Agreements, Service Level Agreements (SLA) and Document Agreements and Procedures (DAPs) all of which form part of the contractual framework.

2.1.3 SAAS Platform - High Availability

UMO cx operates within a cloud infrastructure, enabling seamless delivery as a Software as a Service (SaaS) solution. This eliminates the need for customers to manage hardware and software maintenance, allowing them to concentrate on their core activities without concern.

By implementing zone redundant deployments in a region, our systems are distributed across multiple availability zones. This ensures that even if one zone experiences downtime or requires maintenance, other zones remain fully operational - allowing UMO cx to continue handling all requests without any service interruption.

Built on a Microservices Architecture supported by Kubernetes, our platform guarantees high availability and rapid automatic recovery in the event of system failures.

We prioritise the security of our service by deploying robust protections against DDOS attacks, thereby safeguarding business continuity of our users.

Our microservices run across multiple nodes in different availability zones. This means that while we are updating a microservice, other copies (replicas) of that microservice are available to process incoming requests. This ensures that users have unimpeded access to the servers they need, even if one part of the system is temporarily unavailable.

Our system is engineered for seamless updates via a rolling update mechanism that eliminates downtime during system maintenance. This, combined with the agility of our Microservices Architecture, enables the precise deployment of specific system components with minimal disruption.

2.1.4 Release Process

Technical Updates and Maintenance

Enovation deploys updated components and security patches in the background, ensuring systems remain up to date with the latest technological advancements and security enhancements.

In urgent situations, such as critical security vulnerabilities, emergency maintenance is performed outside the regular update cycle to promptly mitigate serious risks.

Functional Releases

Alongside technical updates, Enovation performs functional version updates to introduce new features designed to enhance the user experience and improve efficiency with UMO cx.

2.1.5 Data Security and Privacy

To ensure data security and privacy, all stored data is encrypted. Each account within a UMO cx tenant is assigned to a dedicated encrypted database, guaranteeing data isolation and privacy.

UMO cx is a SaaS service that uses (Azure) Managed Encryption Keys.

TLS/SSL is enabled for all communication.

We support native encryption for all communication protocols such as HTTPS, SIPS, and SRTP.

2.1.6 Logging

UMO cx tracks changes across multiple fields, providing detailed change-logs for enhanced transparency and audit compliance.

2.2 Tenant and Accounts

Each organisation using the UMO cx service will have a shielded section in the UMO cx environment, referred to as a tenant. Depending on commercial arrangements, a tenant may contain one or more accounts, each having a shielded area.

Certain master tables, such as alarm-related tables, are managed at the tenant level. This ensures consistent alarm routing, handling, and registering across the tenant and its accounts. Accounts within a tenant do not share general data with one another.

Each account has its own individual partitions to segregate client data, ensuring that each set of client information remains inaccessible to other segmented users. Based on authorisation, a user may have access to one or more accounts.

2.3 User Management

UMO cx offers user management features, enabling user administration, role assignments, and skill-based routing management for inbound communications.

2.3.1 Passage ID - 2FA SSO

Passage ID forms the foundation for our user management, featuring an authorisation framework based on users, groups, roles, and permissions. Passage ID enables secure authentication for Enovation applications. Two-factor authentication (2FA) adds an extra layer of protection to user accounts. Our UMO cx web and app solutions fully benefit from this module.

Additionally, our system supports OpenID Connect (OIDC) and offers the flexibility to integrate with external Active Directories such as Azure AD (Entra) and Google AD. This facilitates centralised user management and efficient synchronisation across platforms, simplifying the user experience while maintaining high security standards.

2.4 Test Environment

The optional test environment allows users to explore and validate new features, experiment with UMO-certified partner interfaces and devices for innovative testing scenarios and accept Requests for Change (RfC).

3 EVENT / ALERT HANDLING

Functionalities for receiving and handling (alarm) events sent to, or initiated by, the UMO cx platform.

3.1 Alarm Handling

Enovation UMO cx includes an Agent Desktop (application) that transforms how operators work. Accessible via a web browser, the responsive design of UMO cx is optimised for use on tablets and monitors. Also, a split-screen (half monitor display) mode is available for UMO cx.

UMO cx alarm handling offers a comprehensive set of functionalities:

- Smart routing of events to be managed by the platform, an operator, or a responder (team).
- Efficient alarm handling to ensure events are presented to the right person.
- Auto handling of certain alarm types.
- Safety net mechanisms including time-out and overflow processes to ensure reliable alarm management.
- Integrated soft phone for seamless audio communication.
- Click to dial a contact or care provider.
- Clear and structured alarm overview for better context.
- View third-party integrations, such as localisation and device management portals.
- Consistent contact logging with minimal disruption.
- Fully integrated voice recording for comprehensive call records.
- Responder and care team support to enhance collaboration.
- Alarm-related procedures to visualise relevant information during an alarm.
- Device controls, like volume up/down and full/half duplex.

Enovation UMO cx simplifies operator tasks, ensuring smoother workflows and enhanced productivity.

3.1.1 Smart routing

UMO cx provides various smart routing options to streamline notifications from telecare units, sheltered housing systems, e-health platforms and IOT devices.

Notifications—whether analogue, digital, IP - are received by the UMO cx platform and handled according to predefined settings. They may be automatically closed, transferred to follow-up or routed to the UMO cx operator service.

The notification is handled directly by an operator group or automatically by UMO cx.

The operator can forward alarms to a group of responders or a specific individual using the UMO cx Mobile Responder. Upon acceptance, everyone in the group is promptly notified. The responder receives notifications through the secure Mobile Responder on their smartphone (both Apple and Android), enabling them to either accept or decline the request.

Upon acceptance, the care worker gains temporary access to relevant client information, including a map and directions to the client's home address or current location if they are using a mobile device with GPS, and can input follow-up actions and comments directly into the Mobile Responder. All interactions, from call acceptance to on-site arrival and comments, are logged with timestamps and synchronised in real-time with UMO cx.

UMO cx oversees the entire process, ensuring timely and appropriate responses. Alarms can be routed directly to Mobile Responder users without operator intervention. In cases of time-outs or unreachable responders, UMO cx acts as a safety net, rerouting unhandled alarms to an available operator.

3.2 Alarm / Signal Interfaces

UMO cx offers a wide range of interfaces for managing various alarms and signals. The Alarm and Realtime interfaces support analogue, digital, mobile, and customisable interfaces.

Through the UMO cx Partner Programme, customers gain access to a wide range of validated products and services interfaces, ranging from traditional mobile and personal security alarms to diverse e-health, home automation, telecare, and telemedicine applications.

3.2.1 Analogue Alarm

Analogue alarm devices are devices that use the landline infrastructure of the end user to connect to the Alarm Receiving Centre, transmitting information via a tone protocol.

Dispersed alarms are designed for use as one central station containing a speaker and microphone per household, connected to a telephone line, and with multiple transmitters linked to the central station (usually wireless and carried or worn by household members or installed in sensors around the home, detecting smoke, carbon monoxide, low temperature, presence of water/flood, pressure mats, door open alarms etc).

Grouped living alarms (also called Schemes) are designed as one central station connected to a telephone line and shared by many households, each household having a speaker and microphone and their own set of transmitters.

In both dispersed and group living systems, as soon as the user presses the alarm button, a message is immediately sent to Enovation UMO cx, and a hands-free speech path can be established between the caller and the operator.

Analogue alarm devices, which are provided by many suppliers, using a variety of analogue protocols, are transitioning toward a fully digital path. The audible tone protocols (e.g. DTMF, FSK, STMF) used by analogue devices over telephone lines are susceptible to the evolving telephone networks which are moving to an ALL IP infrastructure. Enovation recommends considering a shift to more secure digital alarm devices.

Please note that DTMF tone protocols are rejected in the first place. Due to telco network changes this method of information exchange is not sustainable anymore. However, DTMF-free tone protocols are still supported.

3.2.2 Digital Alarm

Digital alarm devices are very similar to analogue devices; however, it is using the internet and/or mobile network infrastructure of the end user to connect directly, or through a digital hub to Enovation UMO cx.

Protocols like TS50134-9, SCAIP, CareIP, NowIP, SIA-IP and UMO-IP are fully supported.

3.2.3 Mobile Alarms

Some digital alarm devices, that use the public mobile infrastructure to launch an alarm, can also use GPS technology for position localisation. The position is sent to the Enovation UMO cx in combination or parallel to the alarm. This allows the user to raise the alarm not only in and around the house, but also on the road. Based on the GPS location, visualised in the UMO cx Agent Desktop, the operator can determine where the help is needed.

3.2.4 Customised Interfaces

UMO cx offers the commonly available published protocols (e.g. TS50134-9 and BS8521-2) and also offers customised alarm and signal interfaces to precisely match your needs. Through tailored projects, we fulfil specific customer requirements, ensuring seamless integration and optimised functionality.

3.3 UMO Partner Programme

The UMO Partner Programme offers our customers access to a broad range of products and services that can be securely interfaced to Enovation UMO cx, ranging from traditional mobile and personal security alarms to a wide range of home automation, telecare, and telemedicine applications.

Enovation UMO cx is interoperable with hundreds of products from a wide range of manufacturers of telecare, telehealth, mobile and video devices.

As part of the "Enovation UMO Certified Partner Program", Enovation collaborates with product partners to test reliability, durability, and continuously improve the interfaces to Enovation UMO cx. This test is performed in a controlled network, and the results are documented in a Factory Acceptance Test document. The purpose of these tests is to validate the actual interface specifications between the device and the UMO cx and not the entire chain as required for use in the field. The possible effects of (telecom) infrastructure used in the field, such as land lines, internet, firewall, etc. are therefore not part of the test. The FAT cannot be seen as an external quality mark for the device itself.

A comprehensive overview of these capabilities with reference to the relevant UMO partners can be found on our website (<https://enovationgroup.com/en/connected-devices/>).

3.4 Schemes

The Schemes module offers a solution for managing assisted living, grouped living care houses with utmost efficiency. Schemes can be created and populated with residences, clients, devices, caregivers, and notes, to meet specific needs. A scheme manager can be appointed to enrich scheme information.

The alarm interface allows reception of diverse scheme protocols, while the alarm handling feature offers a clear overview of the scheme and common resources used by multiple households at the scheme.

4 DATA MANAGEMENT

From the moment an operator is in contact with an end user, it is essential that the operator has access to all relevant information including the individual's contact history, particularly when this person alerted for an urgent question or call for help.

To support this, Enovation UMO cx uses its integrated database.

Further details are provided in the following sections.

4.1 Data Management Application

4.1.1 UMO cx CRM

Enovation UMO cx CRM oversees the necessary data to facilitate the operation of the organisation's services delivered through Enovation UMO cx. Ranging from clients, device, residence, and caregivers, it facilitates the dimensions of the service chain. Therefore, Enovation UMO cx CRM is one of the core applications of the Enovation UMO cx Platform.

This tool is designed with a strong focus on efficiency, optimised search & filter functions, and tools for data entry. It offers efficiency and tools for data accuracy but is also guarded with access rights management and an audit trail.

Innovative functionalities optimise your processes and simplify complex tasks.

4.1.2 High User-Friendliness

Our solution is designed with the accessibility principles like the Web Content Accessibility Guidelines (WCAG) in mind. We are committed to continuously improving accessibility to ensure our platform aligns as closely as possible with these standards.

The user-friendliness of UMO cx is high due to the following features:

- **Language:** UMO cx offers a multilingual interface that can be set per user. By using standardised elements, the consistency of translations is maintained throughout the application.
- **Predictability:** Predictability in the application increases the speed of use and improves the input quality. Buttons have a clear and unambiguous function. The user is visually and textually informed about the input of fields and receives clear feedback after actions are performed. The same screen elements and information structure are used in both CRM and alarm handling, ensuring quick recognition of information.
- **Input Support:** The user is supported during input through context-sensitive help with errors, field formatting and mandatory fields. In various fields, the user is assisted by enforcing the correct format. Examples include phone numbers, email addresses, and postcodes. Master tables (managed by the customer) ensure consistent input across different users. Integrations are available for smart addresses entry (API key required). For date and time input, a selection window is available, and the current date is pre-filled if applicable. For frequently used status fields, a default value can be selected in the settings, speeding up the input of new devices or clients. For alarm handling, the required information or a pre-selected list can be determined based on the chosen alarm type.
- **Sufficient Time:** Smart caching allows users to return to a previous input screen to complete unfinished data entry. There is no time limit for handling an alarm. Time-outs only apply during inactivity.

- **Navigation:** The application design includes clear focus, the ability to navigate through menus and fields, mark activated elements, and a logical tab order without keyboard traps. Clear labels and breadcrumbs assist with navigation.
- **Robustness:** UMO cx uses a user role-rights structure to display the appropriate interface components to the correct user.

These features ensure that UMO cx is user-friendly and efficient for its users.

4.1.3 Managing Devices and Peripherals

UMO cx offers a robust solution for managing alarm devices and their connected peripherals, providing a complete overview of equipment, status and location.

Key features:

- **Inventory Management:** Each device and peripheral includes a location field (e.g. warehouse A, car 1, on customer site) with a history log for clear tracking.
- **Device Management:** Assign devices to managers and groups, such as 'Device installation service' to manage equipment rented to Care Organization A.
- **Weblinks:** Manage weblinks at the device type level to easily access contextual information. For example, open the third-party device management portal (integration with DMP's) directly from the device or alarm for additional information and management.
- **Device Monitoring:** Keep track of device errors, missed calls and technical messages. Automatically reset devices-error state in UMO cx to a healthy state when receiving error recovery.
- **Advanced Filtering:** Filter devices by status, device type, location, group, manager or error status for precise management.

4.1.4 Subscription Management

This powerful tool enables organisations to effortlessly register and manage client subscriptions with precise start and end dates. By leveraging this data, our system seamlessly integrates with your invoicing programmes to ensure accurate and timely billing.

Key benefits include:

- **Subscription Details** for smart integration: Specific characteristics (centrally managed by the UMO customer) of a subscription, such as ledger number, cost centre, article group, and article code, can be used by an invoicing program to process the invoicing correctly. These details can also be included in a report/export.
- **Streamline Process:** Register subscriptions that are billed directly to the client or to an organisation (B2B) based on debtor numbers.
- **Frequency:** Register subscriptions various billing frequencies, including quarterly and annual cycles.
- **One-off Charges:** Easily add one-time fees, such as installation costs, directly at the client level.

4.2 External Data Management Integration

Enovation UMO cx is equipped with an integrated database and management application. In addition, UMO cx offers the flexibility for an external data source to send information to the UMO cx environment, such as a Customer Relationship Management (CRM) systems, utilised by the customers and/or their business partners.

It is imperative to have vital information within UMO for managing alarms and initiating necessary follow-ups. Ensuring accessibility to this crucial data remains essential, even when the external CRM data source is unavailable.

Upon request, we can initiate a project to investigating the requirements for an external data management system to access the UMO cx Data Gateway.

5 WORKFLOW SERVICES

Automated services that enhance and support UMO cx workflows by providing relevant information at the right time.

5.1 Mobile Responder

The operator can forward alarms to a group of responders or a specific individual using the UMO cx Mobile Responder. Upon acceptance, everyone in the group request is promptly notified. The care worker receives notifications through the secure Mobile Responder on their smartphone (both Apple and Android), enabling them to either accept or decline the request. Upon acceptance, the care worker gains temporarily access to relevant client information, including a map and directions to the client's home address or current location if they are utilising a mobile device with GPS, and can input follow-up actions and comments directly into the Mobile Responder. Every interaction, from call acceptance to on-site arrival and comments, is logged with timestamps and synchronised in real-time with UMO cx.

UMO cx oversees the entire process, stepping in where necessary to ensure timely and appropriate assistance. Alarm calls can be efficiently directed immediately to Mobile Responder user(s) without operator interaction.

In cases of time-outs or unreachable Responder users, UMO cx serves as a safety measure to route unhandled alarms to an available operator.

The Mobile Responder empowers users to activate the care teams they are part of, streamlining the flexibility of working across multiple teams as a care worker.

5.2 Scripting Procedures

Our alarm management software links a process flow to alarm handling by displaying relevant procedures and documents during the alarm process, based on the alarm criteria, group, and client labels. These procedures assist the operator in providing the correct information based on the received alert.

In addition to the procedures, relevant web links related to the client, device, alarm context, or medical background are accessible during the alarm. All these elements can be configured by your organisation.

This module delivers precise guidance at critical moments, ensuring swift and accurate response.

5.3 Documents

Link relevant pdf-documents to entities e.g. client dossier, device type, scheme, and device manager.

6 UMO DATA GATEWAY / BI

Accessibility of data and reports is an important functional component of the UMO cx ecosystem. Within the UMO cx platform, the UMO cx Data Gateway (UDG) will ensure this accessibility.

6.1 Reports

UMO cx offers extensive reporting capabilities that support various aspects of your alarm and customer management.

With these extensive reporting options, UMO cx ensures that you always have the right information to support your organisation's processes efficiently and effectively.

6.1.1 Standard Reports

UMO cx includes a suite of built-in, filtered reports that are essential for tracking the status of your organisation and designed to fulfil the requirements of local standards such as the TSA in the UK. These internal reports include operational reports (required / KPI's), operator reports, alarm reports, client reports, device reports, peripheral reports and subscription reports.

6.1.2 Detail Reports

For more detailed insights, UMO cx CRM offers detailed reports at entity level, such as client and alarm reports. These reports help to obtain or send a detailed overview of specific data within your CRM system.

6.1.3 Excel/CSV Export

UMO cx allows exporting specific, filtered fields to an Excel or csv format. This makes it easy to share and analyse data in a widely supported and user-friendly format.

This reporting option can also be scheduled and generated automatically.

6.1.4 Auto Report

In addition, the standard reports and excel export can be automatically generated and distributed using a scheduler, eliminating manual repetitive work. This is done, for example, via Enovation secure email.

7 UMO CX FUNCTIONAL SUMMARY

7.1 Functionality Overview - Short Description

UMO cx Platform

Core platform functionalities on which the UMO cx solution operates.

UMO cx Core

The foundation of Enovation UMO cx, essential across all modules. It contains the platform architecture, database, security and privacy by design, logging, and encryption within the platform.

Tenant

Each organisation using the UMO cx service has a dedicated, shielded section within the UMO cx environment, referred to as a tenant. Depending on commercial arrangements, a tenant may contain one or more accounts, each isolated from the others.

Accounts

The UMO database is partitioned to segregate client data into individual account partitions, ensuring that each set of client information remains inaccessible to other segmented users.

User Management

UMO cx offers user management features, enabling user administration, role assignments.

2FA SSO

Experience seamless access and enhanced security with our 2FA-enabled Single Sign-On, ensuring robust authentication in a single step.

Test Environment

Explore and validate new features in your dedicated test environment, allowing experimentation with new interfaces and devices for innovative testing scenarios.

Event/Alert Handling

Functionalities for receiving and handling (alarm) events sent to, or initiated by, the UMO cx platform.

Agent Desktop

Enovation UMO cx includes an Agent Desktop (application) accessible via a web browser, enabling operators to efficiently handle all types of notifications.

Alarm/Signals Interfaces

UMO cx supports a wide range of interfaces for handling various alarms and signals. The Alarm and Realtime interfaces support analogue, digital, mobile, and customizable interfaces. Through the UMO cx Partner Programme, customers gain access to a validated range of products and service interfaces, spanning traditional mobile and personal security alarms to e-health, home automation, telecare, and telemedicine applications.

Schemes

The Schemes module offers a solution for managing care homes with utmost efficiency.

Data management

From the moment an operator is in contact with an end user, it is essential that the operator has access to all relevant information including the individual's contact history, particularly because this person alerted for of an urgent question or call for help.

UMO cx CRM

The standard data management (CRM) system within Enovation UMO cx manages the essential data required to deliver services effectively.

Workflow Services

Enhance or support UMO cx workflows through automated services that deliver the right information on the right time.

Mobile Responder App

The operator can forward alarms to a group of responders or a specific individual using the UMO cx Mobile Responder App, chosen from an available list. Upon acceptance, everyone in the group request is promptly notified.

The care worker receives notifications through the secure Mobile Responder App on their smartphone (both Apple and Android), enabling them to either accept or decline the request.

Scripting Procedures

Instant access to procedures and relevant PDFs aligned with alarm criteria and groups.

Documents

Link relevant PDF documents to entities such as client dossier, device type, scheme, and device manager.

UMO Data Gateway / BI

The UMO Data Gateway offers functionalities that facilitate exporting your UMO cx data for reporting or business intelligence (BI) purposes.

Reports

A suite of built-in, editable reports designed for KPIs and general service management.

Standard reports

Predefined, filtered reports essential for monitoring the status of your organisation.

Detail reports

Detailed reports at entity level, such as client and alarm reports.

Excel / CSV Export

Export specific, filtered fields to Excel or csv format.

Auto report

Standard reports and Excel export can be automatically generated and distributed using a scheduler, eliminating repetitive manual tasks.