



G-Cloud 15 Service Definition

Anywhere Care: GPS Tracking Lone Worker & Technology Enabled Care (TEC) Service

Anywhere Care Limited





Company Overview

Anywhere Care supplies GPS Tracking & Technology Enabled Care (TEC) and Lone Worker Services.

Anywhere Care provides secure, robust & cost-effective cloud-based Technology Enabled Care solutions designed to give freedom, independence and reassurance to the user and care giver. We work with public sector and commercial social care providers and families providing innovative solutions using our sophisticated multi network service.

We currently support over 15,000 individuals across the UK with a wide range of different requirements. Users range from individual social care users and lone working groups. Anywhere Care is part of Anywhere Group.

Anywhere Group Limited is the UK Holding company for two businesses providing roaming mobile network services. We work with Public Sector, Enterprise, Business and the Military, providing innovative solutions across our sophisticated multi network service.

Service Overview

The Anywhere Care GPS Tracking & Telecare Service provides a secure portal that captures data from GPS tracking devices and forwards it to Alarm Receiving Centres.

It provides a complete management system for the management of users, carers and devices. It is used for monitoring lone workers as well as the Health & Social Care sector.

The Anywhere Portal displays individual or multiple real-time locations in an intuitive web portal accessible from computers, tablets or smartphones.





Alarm Delivery

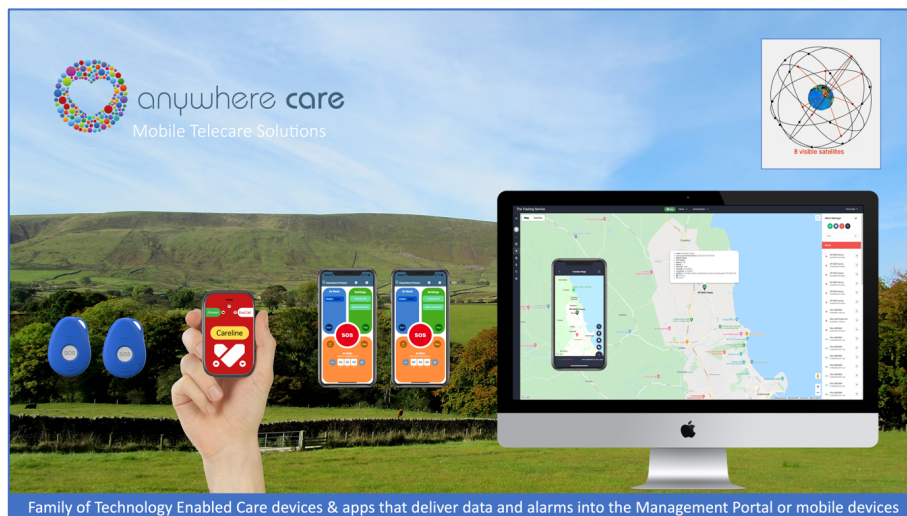
The portal enables GPS tracking devices to report their location as well as other data such as device battery status at user-defined intervals, and to deliver alarms via four methods:

1. Two Way Voice Calls – delivered direct from the device¹ using mobile networks
2. SMS – delivered direct from the device² using mobile networks
3. Email – delivered from the cloud-based portal
4. Data – delivered from the cloud-based portal

The Portal integrates with multiple Alarm Receiving Centre (ARC) Platforms delivering real time mapping and alarm calls in the format expected by the ARC and can also be tailored to forward data to Customer Organisations specific requirements.

GPS Tracking

The portal enables GPS tracking devices and tracking apps to report their location as well as other technical data such as device battery status at user-defined intervals.



Service is fully integrated with OwnFone, Footprint GPS Tracking Pendant and Watch Devices and Anywhere Protect Lone Worker APP, which are available from Anywhere Care. It can also be integrated with most commercially available GPS trackers.

The system delivers real-time locations, together with historical location reports available as graphic displays or data reports, displayed as Maps, Aerial View or Street View formats.

¹ From devices that have the capability for Voice Calls

² From devices that have the capability for SMS



Mobile Connectivity

Devices purchased from Anywhere Care as part of the service will contain roaming sims provided by Anywhere Sim. These can also be supplied for externally purchased devices, or to enhance the performance of 3rd party devices.

Where desired, Customers can specify an optional Private APN as part of their connectivity solution.

Anywhere Sims are used by a wide range of organisations where it is desirable to obtain the best service across the whole of the UK, and where appropriate the whole of the EU.

For example, Ordnance Survey use Anywhere Sim roaming sims because they want real-time mapping data to be transferred to their Master Database whilst their surveyors are still on-site.

This saves them time and money and increases the productivity of their surveyors.

Broadband Connectivity

Certain devices can connect to the Anywhere Portal using WiFi and the broadband or IOT networks.



Service Features

- Secure, remote device management and location
- Real time alarms by email, SMS, data connection and voice
- Integrates with Alarm Receiving Centres
- Accessible from Computer, Tablet or Smartphone
- User management tools
- Device management tools
- Geofencing capability
- Connect individual or multiple devices - highly scalable solution
- Can be supplied with GPS tracking devices and Roaming SIMs
- Flexible reporting tools

Service Benefits

- Provide support for Lone Workers
- Provide support for recipients of Social Care
- Experienced in the UK's local authority and healthcare sectors
- Highly resilient service for the emergency services and independence services

Service Compatibility

Service is fully integrated with OwnFone, Footprint GPS Tracking Devices and Anywhere Protect Lone Worker APP, which are available from Anywhere Care.

It can also be integrated with most commercially available GPS trackers or smartphones by arrangement, including Pebble and One Touch Devices.

Supported browsers

- Microsoft Edge
- Firefox
- Chrome
- Safari
- Opera

Mapping display is limited by display size.

Availability of Trial Service

Trials are welcomed and encouraged for all Anywhere Group products and services. As with ordering and servicing either call or email info@anywherecare.co.uk to start the trial.

The trial typically consists of evaluating users' profiles and providing access to the Management Portal, together the necessary Devices, Apps and connectivity.



Provision of the Service

Ordering and Invoicing

The order process can be initiated by either calling Anywhere Care stating that they wish to order from the G Cloud framework or by emailing info@anywherecare.co.uk

On-Boarding.

The client will be given a project manager. The project manager will, with the client, go through the timescales and requirements to establish a project plan, including the configuration of devices and the population of the portal with the relevant data.

Training will be provided on-site or remotely.

Customer Responsibilities

The customer will need to make available commercial, technical and project personnel for the smooth and effective transition to the Anywhere Care service.

Technical Requirements and Client-Side Requirements

The client (depending on service purchased) will need to provide details of the users to be added to the service.

Outcomes/Deliverables

Once the project has been accepted the client will receive the initial order confirmation. This will be followed by a project kickoff and project plan. The project plan will detail what services will be delivered by what time based upon the clients' requests. There will be an initial contract period for services delivered within the project timescales with the support of Anywhere Care.

The deliverables will consist of all or a selection of the following;

- Access to the Anywhere Care GPS Tracking Portal and Mobile App
- Lone Worker App (Android or IOS)
- Multi-network voice only SIM with OwnFone handset
- Multi-network voice, SMS and data SIM with Footprint pendant device
- Multi-network voice, SMS and data SIM with Footprint watch device
- Multi-network SIM activated for voice, SMS and data
- Transfer of users' existing mobile numbers
- Provision of Private APN
- Support desk services

The products and services can be called off in a staged project.



Service Management

Service Management and communications will be managed via the Anywhere Care Service Desk. It is also common practice for direct numbers for personnel to be used.

All communication regarding service management and service requests will take place between the Anywhere Care Service Desk and the client, unless calls are logged out of clients Service Desk hours in which case the client will supply a list of staff authorised to raise calls.

During the in-life element of the contract we understand and support the changing needs of the users. Data can be added, deleted, increased, or pooled giving you the flexibility to modify the usage plans over the estate of users during the contract.

The Service Desk will assist and execute these in-life changes.

Service Levels:

PRIORITY 1 Total loss of any key Anywhere Care UK operational site/s and critical equipment. Loss, or partial loss, of service which has a substantial impact and effect on thousands of customers.

PRIORITY 2 Loss or partial loss of service which has a major impact and affects hundreds of customers Loss of internal systems that does not immediately affect the ability of employees to do business nor impair their ability to monitor parts of the network.

PRIORITY 3 Loss, partial loss, or restriction of service that affects a limited number of customers.

Priority Level	Response Target	Restoration Target Business Hours	Restoration Target Out of Hours
Priority 1	Immediate	1 hour	2 hours
Priority 2	30 minutes	4 hours	6 hours
Priority 3	60 minutes	1 day/8 hours	12 hours

Contact Details

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