Tunstall PNC IP:

Advanced technology, digital by design

Transform your offering with PNC IP

Tunstall Healthcare's PNC has long been the platform of choice for technology enabled care services (TECS) around the world. As the UK continues its transition to a new communications infrastructure, the next generation – PNC IP – has been carefully developed to enable monitoring centres to move seamlessly towards the future, supporting both analogue and digital services in the full range of living environments.

PNC IP is powerful, scalable and reliable, and can be built around the particular needs of each monitoring centre, with additional modules available to support back-office and referral processes. It enables flexible and efficient operator deployment, and delivers excellent uptime.

What's new?

PNC IP isn't just an upgrade to include the required digital protocols. It delivers a range of new features and consolidated enhancements designed to enable flexible and efficient care services, of benefit to both the citizen and the monitoring centre.

Digital-ready

Enables digital monitoring using, EN 50134-9 (CENELEC) and BS8521-2 (NOW-IP).

Still supports analogue signalling.

Added flexibility

No requirement for immediate investment in new telecare hubs or sensors as it retains compatibility with equipment currently signalling into PNC.

Multi-tenancy features add flexibility and third-party integration supports collaboration.

Security and reliability

Access control, real time replication and cybersecurity keep you and your data protected.

SaaS deployment offers high levels of uptime, and disaster recovery options are available.

Enhanced efficiency

Operator training reduced and smooth transition supported by familiar, intuitive interface.

High performance enabled through clear and concise operational insights in near real time.

> **❝❞**
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> I would 100% recommend Tunstall. They understand what we do and identify ways they can help. The whole team is really hands on and so easy to deal with. They're always there when we need them and act as an extension of our own team.
>
> **Careline Manager**

Why SaaS?

You're in safe hands when choosing your partner for the digital future.

PNC IP is a core component of Tunstall's complete digital solution, giving providers proven technology on which they can build and grow a high-quality service, as well as delivering organisational resilience and agility, and a clear pathway for return on investment.

You will be supported by our expert project delivery teams, who have many years of experience in developing, specifying and deploying PNC systems, as well as providing in-depth training and ongoing technical support.

It has been designed for deployment as a Software as a Service (SaaS) solution, significantly reducing capital expenditure and delivering a host of business and operator benefits to enable excellence in service provision.

Removes restrictions on operator location

Removing CapEx cost to upgrade

Immediate access to new features

Time efficient solution deployment

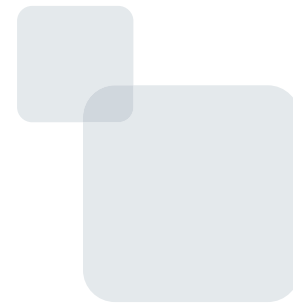High flexibility, supporting remote working

Reduced business risk

Scalable for growth

Securely hosted solution ISO 27001

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TECS is a major part of the way we deliver excellent services for all stakeholders and working with Tunstall has helped us to shape our service to become more agile and maximise the opportunities presented by the digital future for both our tenants and colleagues. We are driven by the same customer focused goals and working to achieve the same outcomes.

Customer Service Centre Manager

About SaaS

PNC IP is designed to be deployed as a robust and highly reliable SaaS offering, meaning we take care of the technology for you.

Swift deployment with flexibility and data security in mind

- Rapid alarm handling, call allocation, clear workflows, recording and reporting

- Flexible operator deployment supported by multi-location and homeworking facilities

- Excellent reliability with average uptime recorded at 99.995%*

- More resilient to site-specific outages (power and telephony)

- New features and software upgrades as soon as they become available automatically

- Easily scalable to your changing needs, so you pay for what you use

- Strong cybersecurity: ISO 27001 accredited provider

- Comprehensive disaster recovery provision

- No need for substantial capital expenditure required to upgrade infrastructure

- Effective budget planning and cost forecasting with our transparent pricing model

- Lower costs of ongoing maintenance and upgrades

Tunstall's experienced project delivery team support monitoring centres to deploy PNC IP quickly and efficiently, with minimal disruption. They have expertise in facilitating alignment to organisational goals and local population health management, and understand of the importance of continuity of service. Training comes as standard as part of the deployment, helping providers to realise the full potential of the system and get the most out of their investment straight away.

*Calendar year, as of the end of November 2022

Additional components

As well as its core calls handling functionality, PNC IP also offers a number of additional components, enabling you to create the service model that's right for you:

Case Manager

Links a range of data sources to deliver effective case management from general incidents and equipment tasks to life-critical events such as responder dispatch and ambulance callouts.

SMS Manager

This assists operators with effective communication and audit trail across the management of an event by facilitating direct messages to the client, specified contact, or supporting care agency.

Wall Board

Available via a secure website, this shows important information for effective control centres including volume of incoming alarms, lines selected, waiting and requeued, and longest waiting call.

Lone Worker

PNC IP's lone worker capability enables lone workers to receive regular calls directly from PNC IP to check in periodically and confirm their safety, as well as providing an audit trail.

Incident Manager

Increase efficiencies and ensure correct information is available to a decision maker. Support field operations and allow immediate response to emergency situations.

Incident orchestration allowing the allocation of jobs directly to responders via their mobile device (via SMS), whilst receiving up to date information on job acceptance and completion. A full audit trail regarding the managed incident is available within the system to support compliance and best practice.

Mapping Application

Integrated Google Maps gives an intuitive and a trusted interface for establishing a location quickly and efficiently, giving information your services can count on in the support of better care outcomes.

Going digital

A tried and tested solution to drive better technology enabled care services (TECS).

Pressure on statutory service providers continues to grow, with health, housing and social care all experiencing rising demand, diminishing budgets and significant workforce challenges.

Critical services such as community alarms and telecare are more integral than ever to the way we shape our current and future health, housing and social care provision.

Providers with a track record of consistently delivering highly effective care services also need more from any software and hardware deployed.

PNC IP and other next generation IP-enabled (digital) Tunstall solutions have been designed to drive even more value for our customers and enhance the service user experience.

The transition to digital telephony also creates additional workload and strategic decision making for providers, particularly where large, embedded estates of telecare equipment are already deployed.

With support for both IP and analogue signalling, PNC IP is equipped to smooth the transition to ensure confidence and reassurance for monitoring providers and the citizens they support.

Tunstall offers a wide range of support to providers, not only in terms of navigating the digital transition but also delivering a broad range of solutions and advice across the health, housing and social care landscape.

We design, manufacture, install, maintain and support health and care technology in a variety of living environments, providing a single point of contact for the commission and management of everything from home alarm systems and telecare to scheme equipment and access control.

> ❝❞
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> We have an excellent relationship with Tunstall Response. The transition was really smooth, and since they've been managing our calls we've seen improvements straight away. The software is the best out there, and the team we work with can't do enough for you. Together we are delivering a fantastic service to our customers.
>
> Team Manager

Tunstall Response

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.

Established over 30 years ago, Tunstall Response operates 24 hours a day, 7 days a week, 365 days a year, monitoring and safeguards around 90,000 primary connections and over 100,000 more on a disaster recovery or out-of-hours basis using PNC.

Operating from its purpose-built facility, Tunstall Response can form part of your monitoring solution, offering out of hours calls management, hosted calls handling, fully managed services and a whole range of other services, depending upon your needs.

Our highly trained and experienced operators handled over two million calls in the last 12 months, with professionalism, understanding and compassion.

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.

About Tunstall

Tunstall has been at the forefront of technology innovation for the health, housing and social care markets for 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.

Tell me more

To find out more about PNC IP, Tunstall Response and other ways we can help your monitoring centre, contact your Tunstall Account Manager, or email hello@tunstall.com

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bsi ISO/IEC 27001 Information Security Management CERTIFIED

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