



# SPRING UPDATE

## NEW TECHNICAL SUPPORT HELPDESK

**New for 2021** – We have launched a dedicated helpdesk for equipment sales technical support. This will enable you to talk to us when you need our support and for us to assist you. We will now have in place a more structured response to any technical queries, with KPIs in place so that your queries are responded to in a timely manner. An additional benefit of the helpdesk is that it will enable us to

easily spot any trends and the information gained will help us to improve our service and provide additional information on which we can use to base the development of our future products.

**For further details please contact your account manager.**

**Email [support.care.uk@doro.com](mailto:support.care.uk@doro.com)**

**Tel: 03330 152 542**



### Update on Vibby

Our R&D team has made improvements to the Doro Vibby falls detector. The new Vibby firmware version will include improvements made on the sensitivity to reduce false alerts and a correction made to the software which extends the battery life for up to 2 years.



## DIGITAL TELECARE

Scottish Local Government

## CONGRATULATIONS TO FALKIRK

Congratulations to Falkirk Council on achieving the Silver Digital Telecare Implementation Award in recognition of the progress they have made on their analogue to digital telecare transition project. We are delighted, that as Falkirk's sole equipment provider, we have been able to offer ongoing advice, product and technical support, training and partnership to help ensure their solution is meeting the highest standards and achieving a significant milestone on their digital journey.

To achieve Silver status, a telecare service provider must have successfully completed penetration testing and internal acceptance testing. This is one of the most challenging stages of the transition and frequently uncovers technical challenges which have to be over-

come before further progress can be made. Successful completion of this stage clearly demonstrates the security and safety of the digital telecare solution Falkirk Council and Health and Social Care Partnership have implemented.

**Visit our stand at the TSA Virtual Conference to hear more about Falkirk's digital journey**



**Falkirk Council**



**Falkirk Health and Social Care Partnership**

# The UK digital network upgrade by Richard Hosier, Doro Head of Digital Technology



Here Richard explains why he thinks the digital upgrade is incredibly exciting!

**“In January Openreach ran an event “The UK Digital Upgrade” hosted by Clare Balding. They fully explained their plans for removing the analogue infrastructure and moving to a new digital network. Apparently, this will be the second largest infrastructure project in UK after HS2!**

So, what actually changes? Right now, the UK infrastructure is a mix of copper, fibre, undersea cables & mobile networks. This will all be replaced with a digital full fibre optic network where there will be a cable from the exchange to our homes. Fibre Optic is so much better than copper – it’s higher quality, faster, more reliable, less susceptible to the British weather, needs less maintenance, much less likely to go wrong and future proofed. This means less digging up the roads or gardens when things go wrong and it’s 15 x faster than the UK average broadband speed.

What does this actually mean for us and our families at home? Well, I’ll be able to work from home, whilst my daughter is watching Netflix, my son is on his Xbox and my wife is catching up on Pooch Perfect and we will all be able to do this in 8K at the same time, without any buffering or delays.

You could also attend a doctor’s appointment from home, you may need an operation and a specialist surgeon in the US could attend virtually and give advice, but what’s even more exciting is quite simply - the unknown! We just don’t know yet all the new developments that will result from this super quick and reliable digital network.

The event spoke about lots of other benefits to the UK population. They advised, when the upgrade is

completed and as rural transformation is a huge part of this, 270,000 people will be free to move out of cities. It could potentially unlock job opportunities for over 500,000 people – especially carers, older workers or parents with younger children who may have found it more difficult to get back to work.

This improved connectivity will not only allow for more homeworking, but over the next 15 years will reduce commuting and save 300m trips, the equivalent of over 23 billion miles, massively reducing emissions.

Yes, but how much extra will this cost me, I hear you ask? The good news is that it’s most likely nothing. OpenReach actually said that the old analogue copper services may end up costing more, as the amount of people on them decreases.

But let’s bring it back to us and our industry. This upgrade WILL affect us (it’s not just us, it’s also traffic lights, lifts, burglar alarms, payment machines etc. too).

I’m sure many of us have more questions than answers. What does it actually mean for our industry, our analogue equipment and our service? What do we need to do first or next? When do we start? How much will it cost?

Yes, it will create hurdles, there are things to solve, plans to make and it will cost more money. But there are also opportunities to save money, to help people become more independent and to add more value to your services and therefore people’s lives.

We would like to support you with your transformation as we’re in it together. If you want to chat to someone about it, if you want to try and understand it a little better, if you want to run a few ideas past someone. Get in touch and we would be happy to help.

## BUSINESS DEVELOPMENT CONTACT INFO

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# DORO WINS AWARD for delivering service excellence during pandemic

Doro has won the Accelerator PCA Showcase Award 2020 in the Service Excellence During Crisis category. Henry Hopkins, Founding Director of Accelerator said "Doro's entry was a convincing demonstration of innovation, collaboration and very responsive customer actions delivered in a super-quick timeframe, to address the urgent need to enable patients to be able to leave hospital. In summary, Doro really demonstrated their commitment to providing exceptional customer service and continuity in the context of the pandemic challenges."

Wendy Darling, UK Country Director on the award win: "We have seen an unprecedented need for our services during the pandemic and our keyworkers have worked incredibly hard to adapt our services to keep the vul-

nerable safe during these very difficult times. We are incredibly proud to have won this award in recognition of the effort every one of our employees has put into ensuring our customers have the support they need".



## Doro announces new relationship with Firstcall 24/7

Doro is delighted to announce a new relationship with Trent and Dove Housing, a provider of housing to clients in Staffordshire, North West Leicestershire and Derbyshire.

Through their FirstCall 24/7 service, Trent and Dove has been providing Technology Enabled Care services to older people for nearly 20 years. As part of the arrangement Doro has acquired the assets of FirstCall and will be continuing to support the housing business as they develop and deliver their Older Persons Strategy.

Ursula Bennion, Chief Executive Officer at Trent and Dove Housing said "Our First Call operation has been providing an outstanding service to our customers for nearly twenty years. However, over the last two years our Board have been aware of the need to modernise whilst remaining affordable to local people. Trent & Dove decided to look for a capable, experienced and trustworthy partner to ensure the First Call service remained sustainable into the future. We were delighted that Doro became our preferred partner and following detailed due diligence Doro has become new owners of the service. There will be a seamless handover and customers may see a change in name, but I know Doro will deliver a great service to all".

More info click here.  
[www.welbeing.org.uk/](http://www.welbeing.org.uk/)



## TSA virtual conference



The International Technology Enabled Care Conference 2021

VIRTUAL CONFERENCE  
22 - 25 March 2021

We are delighted to be a headline sponsor at the International Technology Enabled Care Conference on 22 - 25 March.

Pop over to our virtual stand to hear Falkirk Council discuss their analogue to digital journey. As the first local authority in Scotland to have begun their digital transition, they share their experiences of establishing a digital infrastructure and how Doro has supported them on their journey. On Tuesday join us at 2.30pm in the Breakout Theatre presenting "What is the care that technology is enabling?" It seems as an industry we are more focused on technology rather than the care it enables. We discuss our learning in physical response services in the UK, as well as Norway. On Wednesday Join us at 3.45pm Breakout Theatre to hear Joe Killen, Doro's Product Director, Telehealthcare IP Platforms discuss 'New Proactive Services for Coordinated Health and Social Care'.

Our business development team will also be available on our stand if you are looking for support on your analogue to digital journey, including booking a free digital review.