



Call us now on 0808 208 1234
or visit www.alertacall.com



Alertacall helps as many people as possible feel safe, connected and informed by combining ingenious technology with contact from people who care.

- Founded in 2004 in the United Kingdom
- Works with 50+ social housing providers
- Winner of The Queen's Award for Enterprise: Innovation
- Invented the "I am okay" button (now OKEachDay)
- Pioneer of proactive daily contact services
- A1+ Credit Rating
- ISO9001 and ISO27001 accredited
- Famous for exceptional customer service
- Not controlled by private equity firms and strives to balance profit with purpose



Telecare Standards

Alertacall is a member of the Telecare Services Association and our telecare devices are typically manufactured by a Telecare Service Association Quality Services Framework (QSF) member. They are manufactured to the highest standards and use industry standard telecare protocols like CENELEC TS 50134-9 (SCAIP). They also adhere to the relevant sections of BS EN 50134

2 Year Warranty

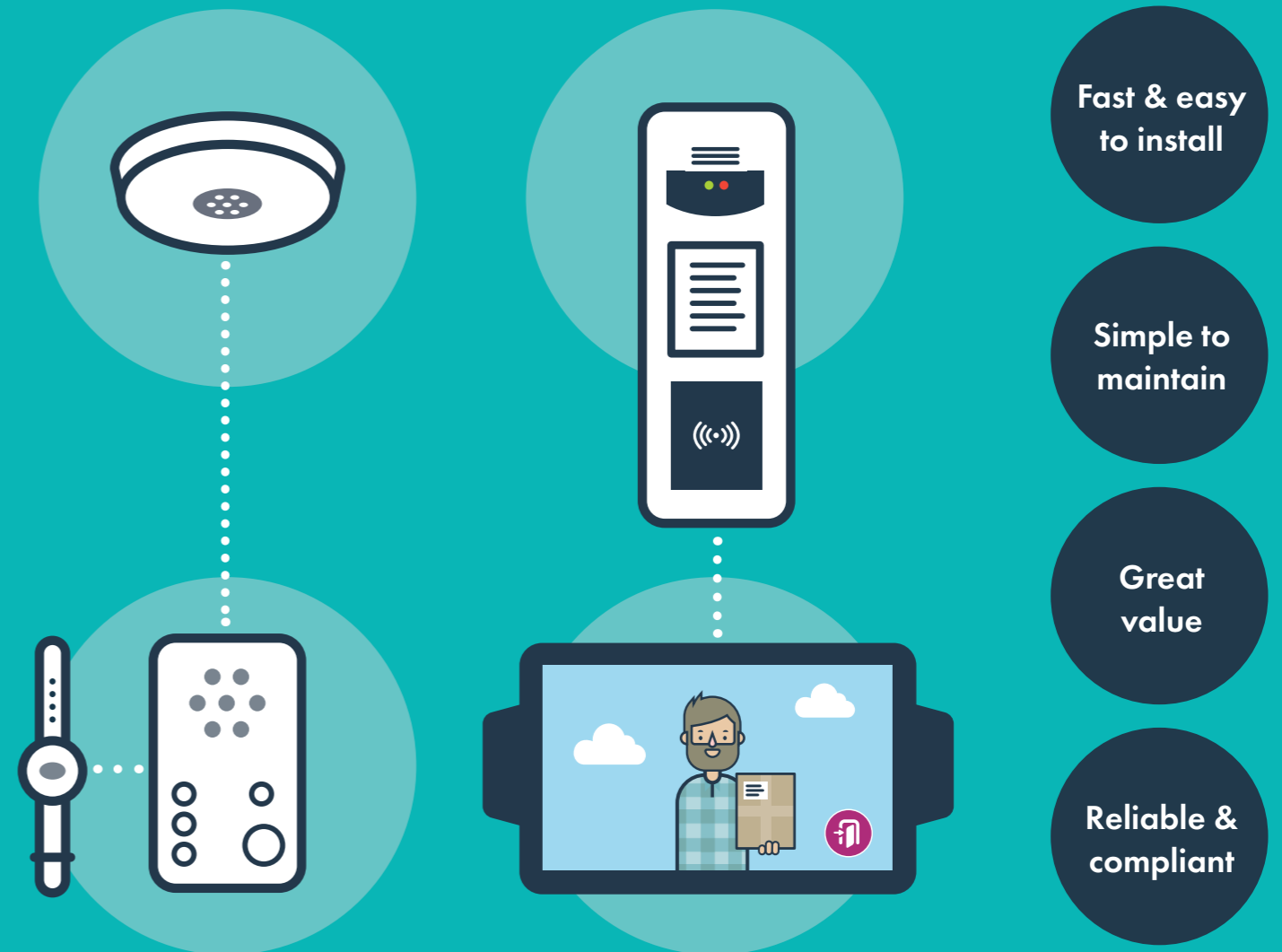
Our Beyond Warden Call™ solution typically comes with a 2-Year Warranty that includes parts and labour where installed by an Alertacall approved installer.

Low Ongoing Costs

Our standard solution typically includes SIM cards and sufficient data for 2 years in most cases. Subsequently there is an annual charge per property in the region of £60 per annum. This includes all updates to both the touchscreen software and access to digital telecare alarm firmware updates.

Beyond Warden Call™

Easier, simpler and lower-cost 'warden call'
with a portable touchscreen and self-service.



Prices exclude VAT.
All services are subject to contract
and terms and conditions.



Beyond Warden Call™

Replacing and digitising your warden call system is now easier than it ever has been before.

“ This is by far one of the easiest systems to install, with minimal work in customer’s apartments - it’s great. ”

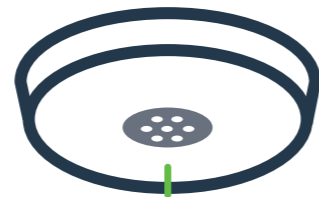
AGS Tech, Approved installer

Smoke, Heat & CO Detection

- We fit a ‘radio relay’ inside or next to a detector
- This sends an alarm signal to a digital telecare unit
- Use existing detectors (in most cases) or new
- Our installers can also help you upgrade to LD1
- Other fire system integration options available



Smoke Detector



Radio relay fitted

Door Entry Panel



Door Entry Panel

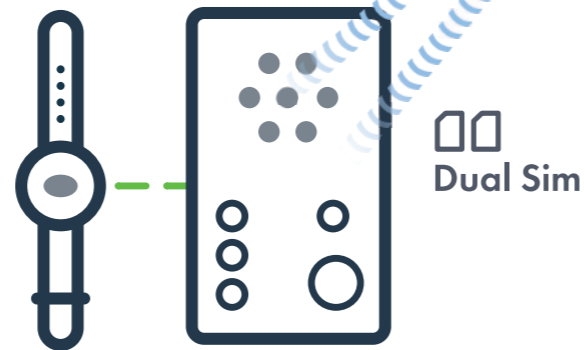
- Highly secure ‘IP’ video door entry
- Fob reader, pin and concierge options
- Remote management via cloud
- Audit logs and photos
- Battery backup option for power cuts
- Video of caller, including preview, sent to portable touchscreen



Multi-network 4G as standard
Optional upgrade to commercial grade WiFi across scheme if required

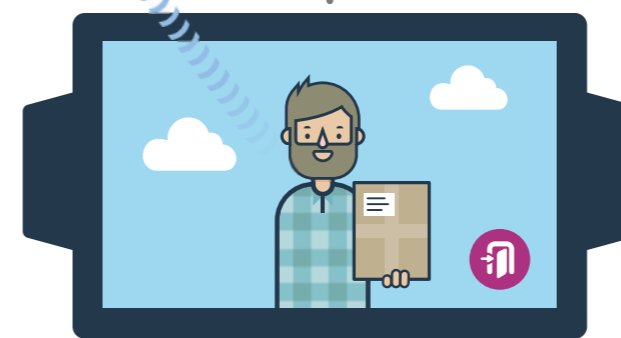
Digital Telecare

- Easy & low-cost to install, only requires power
- Can be wall mounted
- Complies with relevant ‘telecare standards’
- Dual independent multi-network 4G signalling paths
- Large range, backup battery & many peripherals
- ‘Heartbeat’ to online platform
- GPS and outdoor options
- Use your own monitoring centre or our partner



Digital Telecare

Our digital telecare alarm is one of the most tried and trusted globally and does not require you to extensively cable your buildings* which saves you time, money and reduces disruption. Because each unit works independently, servicing is also extremely easy.



Portable Touchscreen

Customers love our portable touchscreen because it’s easy to use and within their reach. There are also **optional** digital engagement features that can be enabled later including self-service, repairs reporting, surveying and more.

Portable Touchscreen

- Door entry and 2-way messaging as standard
- Designed for older and higher needs people
- Safer and easier to use because it’s within reach
- Reliable, low cost to maintain and 24h battery
- Digital engagement and self-service options



*On rare occasions some cabling or a WiFi network may be required, this will be identified at the survey stage.

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