



## TELIT CASE STUDY

Superior Connectivity  
and Expertise  
in the European  
Transition to Digital  
Communication



### BACKGROUND:

Essence SmartCare is a leading provider of advanced Telecare solutions, are trusted globally for developing a robust connectivity solution designed to meet the needs of care services. The solution incorporates advanced antenna technology and benefits from an international partnership with Telit, a leader in IoT enablement. This partnership has allowed for the deployment of reliable telecare solutions across Europe, including rural areas of the UK.

Our international partnerships, and our extensive experience in managing mass volume deployments across Europe, position us uniquely in the industry. Our commitment to quality and customer satisfaction drives us to deliver cutting-edge solutions that meet the evolving needs of the telecommunications landscape. In the UK, considering the digital transformation, our technological capabilities are a perfect upgrade solution.

### CHALLENGE:

The telecommunications landscape in Europe is undergoing a significant transformation. The shift from analogue Public Switched Telephone Network (PSTN) to digital communication poses a multitude of challenges. The scheduled sunsets of cellular networks demand reliable and expert solutions to ensure seamless connectivity.

In the UK, many rural areas experience inadequate cellular connectivity, which can affect the reliability of care services. These areas require dependable solutions to maintain the trust and safety of elderly users.

Essence SmartCare partnered with Telit, a leading communication device company, to enhance the connectivity of our telecare panels. This collaboration ensures seamless and better-coordinated connectivity by integrating Telit's advanced cellular hardware modules and SIM cards. By leveraging Tier 1 UK cellular providers (Vodafone, EE, O2, and BT), we guarantee reliable and robust connectivity for our telecare solutions.

## SOLUTION:

### The Care@Home™ Control Panel

Is the central communication gateway for managing and communicating between the system peripherals, the Care@Home™ cloud, the monitoring station, and the end-user applications. Additionally, if a resident has used the panic button, the nursing team can initiate a call through the panel.



### Key Features and Benefits:

- **Dual Antenna Technology:** The C75 panels are equipped with dual cellular antennas to enhance connectivity in rural areas. This technology helps maintain a stable connection even in locations with typically poor reception. Satisfied and more content personnel who don't need now to run around the premises checking the resident. Now, they can do that remotely with better means / tools
- **VoLTE Capability:** Voice over LTE (VoLTE) technology offers improved call quality, including fast call setup, high voice clarity, and reduced background noise. This ensures clear communication, which is crucial for effective care.
- **IP Ethernet Advanced Connectivity:** The solution supports advanced digital VoIP protocols and is compatible with systems such as Enovation, Skyresponse, and Archangel. This enhances the reliability and flexibility of telecare services.
- **Comprehensive Training and Support:** Essence SmartCare provides extensive training and ongoing technical support to ensure that customers can effectively use and maintain their telecare systems.
- **Trial Equipment:** Customers have access to trial equipment to test connectivity and reliability, allowing them to make informed decisions about the deployment of telecare solutions.

## ABOUT TELIT :

Telit has been a pioneer in IoT enablement for 26 years, connecting over 400 million IoT devices and managing more than 10 million IoT SIMs. With a 20% market share, Telit is a trusted provider of reliable communication solutions.



## RESULTS :

The collaboration between Essence SmartCare and Telit has resulted in millions of robust connections across Europe, with tens of thousands in the UK. Notably, local authorities with varied geographical areas have successfully deployed our solutions, providing reliable care in rural areas where cellular reception is typically poor. The partnership has ensured that care services maintain high quality and credibility, even in challenging environments.



## CONCLUSION :

The transition to digital connectivity in the UK, particularly in rural areas, presents significant challenges. However, the collaboration between Essence SmartCare and Telit has demonstrated that it is possible to deliver reliable and high-quality

telecare solutions. Through advanced technology and comprehensive support, Essence SmartCare has helped ensure the safety and well-being of vulnerable users, reinforcing the trust and effectiveness of technology-enabled care services.