



Worcestershire Telecare with Mobius Networks

Telecare provision can have huge benefits for the user in maintaining them safely in their home environment. At the same time, the cost of maintaining them at home is a fraction of the cost of warden monitored sites or a hospital bed. Our ageing population creates an ever increasing demand for this kind of service.

Worcestershire Telecare has been delivering first class Telecare service provision in the Worcestershire area, and beyond, for over 30 years. They rolled out a GSM dispersed alarm solution following a large-scale programme to decommission ageing analogue hardwired alarm systems at their Category 1 supported housing sites, using industry standard guidelines in equipment and communications. After deploying the GSM based system successfully, Worcestershire Telecare were disappointed that the SIMs did not seem to connect as well as they had hoped, meaning they could not rely on the service to the anticipated level and were then reluctant to expand, until they could understand why the system didn't meet their own high standards.

A lengthy internal investigation showed that the SIMs they were currently using were being 'steered', where a roaming SIM prefers a cheaper network, even if the signal for that network is low or that network has limited capacity to take a call or send data. A 'steered' SIM will only roam if there is no preferred network signal available at all.

Rather than accepting inadequate performance for their users, Worcestershire Telecare sought to find a higher quality mobile connection and now knew that they needed a communications partner, not just a SIM supplier, in order to deliver the levels of service they aspired to.

After seeking industry recommendations, Mobius were put through their paces to prove that we could offer genuine performance improvements, and explain how this would be done.

After understanding what hardware was being used, and drawing on past experience, Mobius were able to confidently recommend a suitable SIM.

On the basis of this joint project, Worcestershire Telecare felt confident enough to proceed with replacing hundreds of homes with a Mobius SIM. All installs have been successful in improving performance as expected and Worcestershire Telecare can now confidently offer GSM to their service users again, as a viable permanent option.

Through the process, it has become clear that a SIM is not just a SIM and it is not the case of "one SIM fits all". Pairing Mobius's knowledge of networks and SIMs with Worcestershire Telecare's strong knowledge of the product and its deployment has been key to enabling a high performing mobile connection. Without that partnership it would be left down to trial and error.

Rupert Lawrence, Head of Worcestershire Telecare said "Working with Mobius Networks has been extremely beneficial for our organisation and for our service users. Their partnership working approach has enabled us to specify, source and implement a greatly improved technical solution for our mobile network alarms and other assistive technologies, providing greatly improved connectivity and reliability. In addition, we have managed to achieve significant value for money savings through the accurate and agile reporting and billing functionality that Mobius provides."



THE CHALLENGE

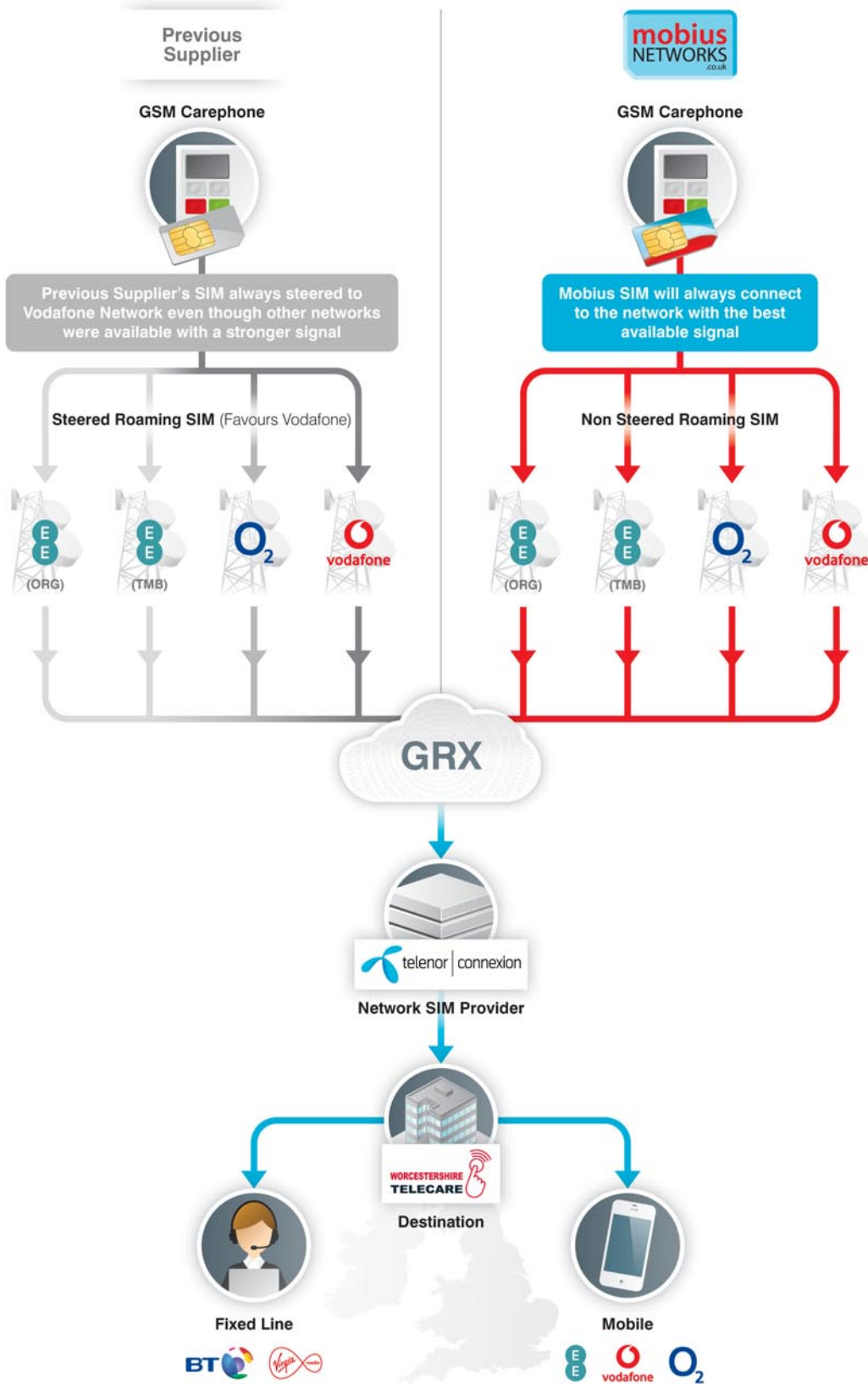
There are few areas of communications as demanding as Telecare. The challenge for Worcestershire Telecare was that existing network SIMs weren't offering the availability and reliability that Worcestershire Telecare needed to support their Telecare Alarm service.

THE SOLUTION

Worcestershire Telecare worked with Mobius to understand what the communication requirement was, including functionality, security and bandwidth. Worcestershire Telecare had identified that the SIMs were 'steered', therefore only have limited roaming capability. Working with Worcestershire Telecare helped Mobius to recommend the right SIM and profile to deliver a system that would always roam to the 'best' connection available. Mobius offered on-site support to ensure a smooth go-live as well as our usual network monitoring.

THE BENEFITS

The number of fault tickets raised has significantly reduced. As a result Worcestershire Telecare now has less engineer visits to site, saving uncontrolled revenue loss. Above all, this has led to an improved experience and greater confidence with the service users. This will allow Worcestershire Telecare to confidently expand the service to benefit more customers whilst keeping costs controlled, and reliability and security high.



THE PROCESS

Mobius was worried there was a danger that Worcestershire Telecare would be caught in a cycle of changing airtime providers or networks without necessarily understanding why some of the issues were arising in the first place. This period of experimentation would result in very high on-site costs and further erosion in service user confidence.

Mobius was able to explain that it understood why the demands are so much higher than standard consumer-use scenarios. In addition, Mobius could prove that mobile could consistently outperform twisted pair (Fixed line) for the level of availability consistently over a period of two years in a variety of industrial, retail and health applications. As a result, help restore Worcestershire Telecare's confidence in mobile.

Mobius offered the Swedish Operator, Telenor Connexions, dedicated IoT (Internet of Things) platform with specific IoT permanent roaming agreements and proven industry leading performance across all networks. Technically the best product available.

On the commercial side Mobius were able to offer a controlled cost for the SIMs by offering a fixed price tariff per SIM including all required usage in a month allowing Worcestershire Telecare to avoid bill shock and uncontrolled costs.

The good co-operation between Mobius Operations and the Worcestershire Telecare team have meant that the initial roll out has been relatively easy and the expected benefits quickly realised.

For more information about how Vodafone and Mobius can cut costs and improve services

www.mobiusnetworks.co.uk

