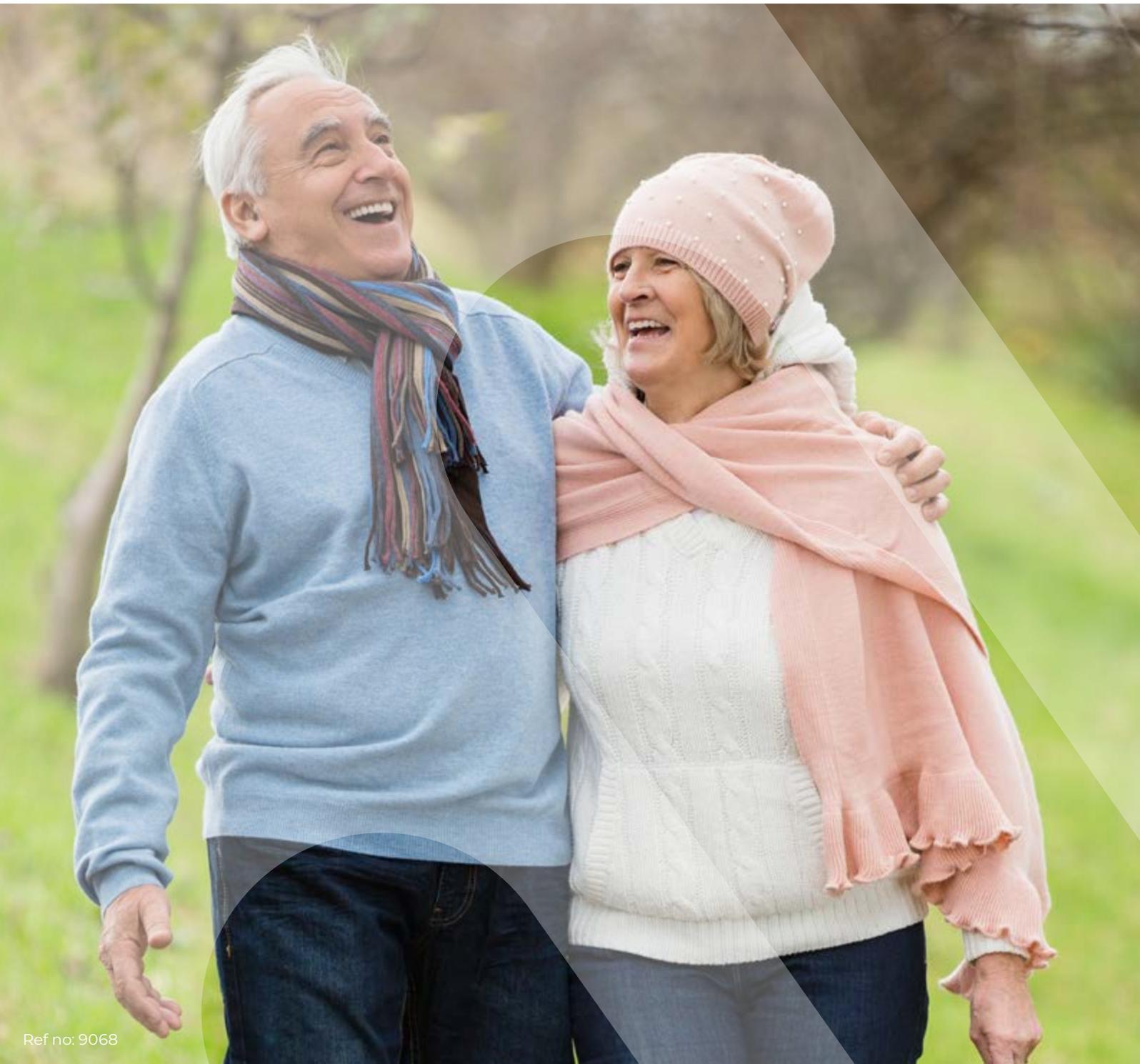




— Everon Redefines Digital Healthcare with IoT Connectivity



– Everon is the European market leader in digital grouped living solutions

Through significant investment in innovation over many years, Everon's flexible, cable-free, open platform provides personalised, trusted and sustainable solutions that enhance life. Everon uniquely invests 10% of its revenue in research and development p.a. and all systems can be quickly configured to suit specific client requirements in any care setting including care homes, assisted living or at home.

Eseye's market leading IoT eSIM solution enables Everon to deliver near 100% connectivity uptime to each device, wherever it's located.

Approximately 1.7 million older and vulnerable people in the UK rely on telecare alarm systems, which provide round-the-clock monitoring of their condition and environment, and will raise an alert if there's a change that might indicate a decline so they can get help. Also, the telecare system allows the user to raise an alert if they should need some emergency assistance due to say a fall or a medical incident. Reliable connectivity is of paramount importance to Everon's clients, and the safety of their service users.

The Lyra emergency call system is unique in the market as a cable free, cloud-based solution. It consists of smart sensors placed around the home – such as smoke alarms, fall detectors, and bed and door sensors – together with a stills camera and GPS watch that track vital signs and behaviours. All the sensors are smart IoT devices and are linked wirelessly to with a central hub and to each other, allowing the data collected to be shared, integrated and presented as a holistic picture of the individual's current health and condition.



“This is a life critical service, so consistent connectivity is absolutely vital. When an alert is generated, it needs to be sent to the operator immediately so they can respond. Our challenge was to find a partner that could support that requirement, giving users the highest levels of connectivity.”

Tony Walker, Sales Manager, Everon

Everon Solutions



Digital telecare solutions like Everon's also have a vital role to play in keeping services connected through a major upcoming change to the UK's telecoms infrastructure. By 2025, all existing analogue telephone systems – which support personal alarms and home monitoring systems, as well as landline phone services – will have been switched over to digital. **Approximately 1.7 million telecare users currently connect to an alarm centre through analogue devices, so the race is on to digitise these devices and systems.**

This presents a major opportunity for Everon.

The TSA – the industry and advisory body for technology-enabled care in the UK – strongly supports cellular connectivity for telecare systems, and most devices have been designed to communicate through a cellular based connection using a SIM card. This approach has its drawbacks, however: cellular networks are subject to outages, and signal strength and network coverage are inconsistent across the UK.

To provide outstanding remote digital care, Everon needed a partner that would be able to overcome this challenge and offer a flexible and futureproof cellular connectivity solution.



– Dependable connectivity throughout the UK

Everon first approached Eseye in 2018, and the two organisations have worked together since, with Eseye's AnyNet+ SIM embedded into each of Everon's telecare devices. Eseye has agreements with all the world's major mobile network operators, which gives it access to 700 networks in 190+ countries and provides reliable connectivity coverage across the UK. The AnyNet+ SIM can be loaded with multiple network user profiles, which allows the device to switch dynamically to another cellular network on any loss of connectivity.

The process is seamless and automatic, with no need for Everon to juggle different SIMs and network provider contracts in different locations to ensure coverage. The ability to use the same SIM, with a single SKU, across all of its devices also keeps admin and management minimal.

Eseye's IoT Connectivity Management Platform has APIs with all public cloud services, which allows Everon's solutions to integrate directly with Microsoft Azure for secure data transmission and storage.

In the initial stages of the partnership Eseye also supported Everon with device onboarding and deployment, rigorously testing devices to make sure they would prove resilient through connectivity changes

Ongoing technical support

The life-critical nature of telecare services makes it essential that any major issues are quickly escalated and resolved. Eseye provides 24-hour technical support services to Everon, 365 days a year, with a robust process in place to investigate and resolve any connectivity issues, at any time, in the rare event that something goes wrong.



We have an escalation process which can deal with major connectivity issues immediately, at any time of the day or night. Working with Eseye 24 hours a day, 7 days a week, including during public holidays, means we can provide the level of round-the-clock support that's critically important to the people relying on our services."

Richard Hosier, Head of Product Development at Everon UK



— A strategic partner

Everon and Eseye renewed their partnership in December 2021, and Eseye's connectivity solution is set to play a key role in Everon's plans for future growth.

In 2021, Everon secured a 10 year, multi-million-pound contract with Clarion, the UK's largest housing association, as its sole provider of digital telecare and telehealth solutions. Eseye's AnyNet SIM+ and technical support will ensure Everon's solution has the built-in resilience and reliability that will enable Clarion to deliver exceptional levels of service to the people in the 125,000 homes it manages across 200 sites in the UK.

The embedded AnyNet SIM+ also means Everon's solutions are ready to facilitate a seamless 'digital switchover' for providers of telecare services. Not only is Everon's system compatible with both analogue and digital systems, but the ability to roam between networks offers service providers a way to ensure all their users stay connected, wherever they are in the UK, via a single platform.

Alongside expanding its customer base, Everon plans to diversify its service offering, and begin providing video consultations in the next 12 months. Telemedicine involves live video connections between the patient and professional, and the connectivity provided by Eseye will prevent the buffering and dropped calls that could hinder the delivery of care and lead to an unsatisfactory experience.

“The partnership with Eseye has become very strategic to our ongoing development. The relationship provides high levels of service delivery, as well as a support structure that will provide peace of mind to all our commissioners and users alike.”

Peter Kerly, UK Managing Director, Everon

Benefits reported by Everon and it's users include:

- **Safety for users, and reassurance for carers.** Eseye's solution delivers almost 100% connectivity uptime, facilitating 24/7 intelligent monitoring that allows operators to identify changes quickly and prevent decline.
- **Future proofed solution.** Everon expects to more than double its number of connected healthcare devices in the UK and Ireland as an outcome of its ability to support clients in their transition from analogue to digital.
- **50% improvement in support performance** as a result of Eseye's exceptional customer service.
- **A platform for growth.** Use of the same SIM, with a single SKU, across all of its devices allows for fast and straightforward deployment as the business expands.

“It's key that we have a partner that can help us grow our services and enable us to scale up to offer them to more people. Through working with Eseye, we have the capability to help our partners to be more proactive and efficient in delivering care, promoting independence and improving quality of life.”

Tony Walker, Everon UK's National Sales Manager.

- **Secure data transit from device to cloud.** Eseye's Virtual Private Network (VPN) encrypts and authenticates IoT data, keeping all telecare data protected on its journey to Everon's cloud.
- **Low burden.** The AnyNet+ SIM roaming algorithm takes away the complexity of managing connectivity for Everon and allows its clients to focus on service provision.





Reliable, ubiquitous cellular connectivity is critical to Everon's innovative Lyra emergency call system. With our market-leading IoT eSIM connectivity solution, we can deliver near 100% connectivity uptime to each telecare alarm device, no matter where it's located. Eseye is delighted to provide Everon with the high-quality service and support it needs to provide outstanding remote digital care."

Jeremy Wood, Account Director at Eseye

Summary

Company	Everon
Challenges	To guarantee providers of telecare services the highest levels of device connectivity for their elderly and vulnerable users.
Solution	Eseye's IoT AnyNet+ eSIM solution
Benefits	<ul style="list-style-type: none">• Near 100% connectivity uptime, enabling Everon's clients to provide an exceptional life-saving service.• A futureproof solution that supports providers in a seamless switch to digital systems.• Direct integration with Everon's cloud.• Round-the-clock technical support, ensuring rapid resolution of issues.• Opportunities to scale up and create new revenue streams through Eseye's flexible, single SIM solution.• Confidential user data fully secured in transit, via Eseye's VPN.

No Limits.



For more information or if you are interested in discussing your healthcare IoT project, please

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