

SUMMER UPDATE

TSA CONFERENCE ROUND UP

 The International Technology Enabled Care Conference 2021

It was great to catch-up with many of you at the TSA ITEC virtual conference, there was so much fantastic content over the four days - here's a link to our [YouTube channel](#) where we have uploaded Doro's videos in case you missed anything. We are very much looking forward to seeing you all face to face again soon!

Click the link above to see

- Falkirk Council discussing their award-winning analogue to digital telecare transition project.
- Our brand new video explaining all

you need to know about the telecare digital transformation.

- Ann Newton, Wigan Council, discussing with Doro's Kat Scott, their flexible approach to physical response services.
- Watch Joe Killen talk about New Proactive Services for Coordinated Health and Social Care.

Don't forget we are offering free digital reviews to help guide you through the transition, email digital@doro.com to book.



Product update

Microsoft has announced that Internet Explorer will no longer be supported. Please use an alternative internet browser such as Microsoft Edge or Chrome when using Doro's icareonline programming portal.



Doro's new battery provider, Varta, will help to improve the Enzo pendant battery life to 5 years.



New warehouse opening

We are excited to announce that Doro will shortly be opening a new UK warehouse this year. This will mean quicker delivery times and a smoother invoice process. We are currently setting up all the processes so that deliveries can be made from the UK warehouse. As well as a quicker delivery process, we will also use local couriers who don't have to go through customs procedures. More news soon.



Call handling platform upgrade

Doro has recently undertaken a significant project and investment in upgrading our call handling platform in Eastbourne

The UMO platform offers greater functionality and more enhanced features and will ensure a reliable and resilient digital alarm chain for our clients. The platform has been used at our centre in Kent for over ten years and they provided support during the transition.

We will be arranging access and training to our new system shortly. Please contact Lauren Purser lauren.purser@doro.com if you would like to discuss.

We would like to thank all our clients for your patience and support whilst we make this important upgrade to our system. We look forward to working with you to ensure you reap the benefits of our investment on your service.

PRODUCT LAUNCH - Doro 450

Mobile personal alarm with positioning and voice capability



Doro 450 is a small and comfortable GPS mobile personal alarm that improves security not only in the home, but outdoors too. It is easy to carry around, either in a pocket or as a pendant around the neck and may also be worn in the shower thanks to its waterproof design. When the emergency assistance button is pressed, an alarm is sent to the alarm receiving centre

and a built-in speakerphone enables voice communication with the centre's trained staff. GPS, Wi-Fi and beacon positioning all cooperate to provide not only the user's location, but also advanced tracking and geofencing functionality that incorporates energy-saving technology for achieving long battery time.

Doro's mobile social alarm with GPS positioning is an excellent solution for bringing greater peace of mind to people and their relatives. Multiple safe zones can be programmed and alerts can be sent to a number of recipients or to an alarm receiving centre. Doro 450 comes with a charging station that doubles as a Home Beacon unit, and multiple beacons and/or beacon groups can be used to alert a service provider if the user should leave the home.

CASE STUDY



Sam has epilepsy, is non-verbal and has autism. He would abscond from his home or parents whenever he felt overwhelmed, anxious or upset. His parents were increasingly worried whenever he disappeared in case he had a seizure and his lack of awareness of danger.

Conwy Borough Council had considered and tried other GPS devices, however Sam often forgot to take his mobile phone when he left the house, so they weren't appropriate. When his mum mentioned he was obsessed with watches and his ordinary watch had just broken, Conwy were able to introduce the Doro 480 GPS watch easily and smoothly.

Sam absolutely loved the watch and the fact he was able to use the button functions to call his parents when he was anxious or upset. On a

family holiday to the French Alps Sam suddenly ran off as soon as they reached the summit of the mountain.

His mum could not find him anywhere after searching for an hour and quickly alerted the mountain rescue team, worried as the terrain was very dangerous and it was a very hot day. She quickly logged onto her phone and was able to track where he was. With assistance from the mountain rescue team they were able to locate him accurately, sitting next to a reservoir half way down the mountain. His mum is forever grateful that he was wearing the watch and the mountain rescue team were very impressed with it. Over the 6 weeks holiday in France, he absconded several times and his parents were able to quickly locate him.

They have said that the device is invaluable to them and cannot imagine how things could have turned out if he wasn't wearing the watch.

Find out more about the Doro 480 watch.



How Telecare became even more important during pandemic

Doro carried out independent research amongst 349 of its customers in January 2021. 92% said they feel safer as a result of having the telecare service and 94% said it provided reassurance to friends and family. 35% of respondents said that their telecare equipment had been more important to them during the pandemic [Read more](#)