



CASE STUDY

DELIVERING PROACTIVE CARE WITH AUTOMATED CALLS

Find out how Careium, in collaboration with Yokeru, has enhanced its service quality and efficiency in delivering proactive care to customers.

ABOUT

Working in partnership with Yokeru, a provider of automated proactive communication, Careium provides calls to users of its telecare products and services. Yokeru seamlessly blends AI-powered phone calls, SMS, and operator checks to ensure customers are safe through wellbeing checks, medication reminders, surveys and request to test calls. Automated limitless proactive calls at the same time allow us to free up operators' time to help those in need.

MONITORING CUSTOMER SATISFACTION: MONTHLY SURVEYS DRIVE SERVICE QUALITY IMPROVEMENT

In our ongoing effort to monitor and improve service quality, we conduct monthly customer satisfaction surveys for four local authority customers - Croydon, Central Beds, Cumbria, and Oxford. These surveys play an integral role in our client monitoring strategy, aiming to track user satisfaction, particularly in response to recent alarm activations. For two of our clients, Cumbria and Oxford, we also conduct Installation Surveys as part of our customer satisfaction efforts. These surveys consist of six specific questions on various aspects of the installation process, including the promptness, professionalism, politeness, and courtesy of our engineers. By collecting feedback on these key areas, we are able to gauge the efficiency and effectiveness of our installation services and identify areas for improvement.

"Our partnership with Careium has significantly improved their service user experience and enabled their team to focus on impactful tasks rather than routine duties. This transition has enhanced their efficiency and reputation in the industry. Careium's willingness to innovate and adopt our technologies has been key to setting new standards in proactive services. Together, our collaboration highlights the importance of a shared vision and the tangible benefits of working together to innovate and create a futureproof ARC."

Monty Alexander
CEO, Yokeru



SUPPORT THROUGH PERSONALISED WELFARE CHECKS

Our automated welfare checks and medication reminders through Yokeru are now reaching over 2500 individuals each month. These personalised services can be delivered via phone or text, with options for spoken or keypad responses. They can guarantee people's safety thorough daily checks to ensure their well-being.

REQUEST TO TEST – AN ADDED LAYER OF SAFETY

Yokeru can also provide a crucial monthly testing service. We carry out this service for Orwell Housing Association. If a client has not made a monthly test call, we automatically include them in a prompt call, reminding them to test their alarm system. This proactive approach ensures all systems are functioning correctly.

We have expanded this service to thousands of our private customers. If we have not received a test call during the month, we automatically prompt them to check their alarm systems. This service is not only convenient but also significantly enhances safety. By ensuring that alarm systems are in working order, we can provide a prompt response in the event of an emergency. This proactive approach by Yokeru is an added layer of security for our clients, reassuring them that their safety is our top priority.

OUTCOMES

- Partnering with Yokeru over the past year has facilitated over 100,000 calls, significantly broadening our service reach and boosting our efficiency.
- Our analysis of the operational impact shows that each call handled by Yokeru saves approximately 3 minutes of our operator's time, equating to a saving of more than 769 days of call operator time in total.
- This freed up time has been invaluable in allowing us to focus on providing support to those service users who need it the most and extending our support to users who were previously unable to receive check-ins due to calling limitations.
- With Yokeru's services, we are able to provide better, more focused care for our users.

BENEFITS OF AUTOMATED CALLS

- 1. Efficiency:** Automated call checks allow us to reach out to a large number of customers in a short period. This increases efficiency and ensures that we contact as many people as necessary.
- 2. Cost-effective:** Automated calls can significantly reduce the cost of welfare checks as they eliminate the need for manpower to make individual calls.
- 3. 24/7 Availability:** The system can perform call checks at any time, ensuring round-the-clock coverage. This is especially beneficial for those who may need assistance during out of hours.
- 4. Real-time Updates:** Provides real-time updates on the welfare of individuals, allowing for immediate action if necessary.
- 5. Reduces Human Error:** Automated systems can help reduce the risk of human error, such as forgetting to make a call or missing out on important information.
- 6. Personalised Service:** Can be tailored to individual needs, ensuring that each person receives the appropriate level of care and attention.
- 7. Data Management:** The system helps in maintaining accurate records of all the calls made, responses received, and action taken, making it easier to manage and analyse data.
- 8. Scalability:** The system can easily be scaled up or down based on requirements, making it a flexible and adaptable solution.



"I can confidently say that Yokeru has revolutionised our operations. It has empowered us to deliver calls at an unprecedented scale, something we couldn't achieve with traditional in-person checks. Yokeru's platform is exceptional in its ability to promptly and extensively send emergency notifications. The willingness of Yokeru to develop their service with us, with our end users' safety and wellbeing at the forefront of thinking, has been impressive.

It also provides an invaluable service by offering absence cover for scheme managers - a feature that is now in high demand among our clients. Yokeru has been a game-changing addition to our services."

Gary Clark
Technical Director, Careium



For more information contact us:
Careium UK Ltd | Aspinall House, Walker Office Park, Blackburn, Lancashire, BB1 2QE
0300 333 6511 | uk.sales@careium.com | careium.co.uk