Simplifying the Switchover to Digital Telecare

Craig Barlow, Managing Director | Appello



About Appello Welcome

- c400k vulnerable people connected
- Over 2.5 million calls managed
- 100+ housing providers trust Appello
- Winner of multiple awards

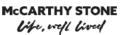
































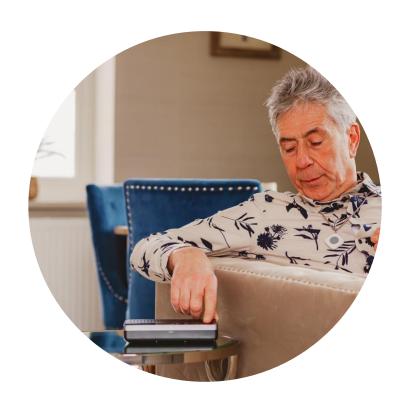




Industry Insights



Around 23,000 group schemes yet to move to digital.



26% rate in First Time Call Failures

Analogue to Digital Converter



Does it support inbound and outbound calling?



Does it support extended peripherals?



Does it support transferring of calls?



Does it support a wide range of protocols?



Does it support call cataloguing?



Does it have SIM back-up?



Does it reduce first time call failures?



Is it a cost-effective solution?

- Please visit our stand if you have any questions with regards to your digital switchover. We are on **stand 24**.
- Or you can scan the QR code to find out more about the digital switchover.
- If you would like to learn more about the impact of first time call failures, please join us at our knowledge and networking session in zone 2: Uncover the hidden impact of telecare First Time Call Failures at 1:15pm



Thank you.





Thank You

www.tsa-voice.org.uk

#ITEC2025

