



## Simplifying the Switchover to Digital Telecare

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| Appello



## About Appello

Welcome

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





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



26% rate in First  
Time Call Failures





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](http://www.tsa-voice.org.uk)

#ITEC2025

