

Taking
Care
Part of AXA Health



Night Owl Monitoring Service

An  Health Company

Sustaining your local services

Night Owl

Night Owl allows Taking Care to support your monitoring services by handling your emergency calls overnight. We developed Night Owl with our Local Authority partners to help tackle mounting service pressures and keep their essential local services sustainable. Working together, we deliver a reliable 24/7 monitoring service and become an extension of your team through the night and in times of need.

How it works

Our Night Owl service utilises the latest alarm receiving software platforms underpinned by industry leading business continuity. Using these platforms, we can support multiple control centres, with customer data segmented into a secure area which your operators will access remotely, allowing them to call handle, update data and records, and deliver your customer facing

service. During your normal operational hours, it is business as usual – the only difference is that you will log into our platforms remotely from your office, home or typical place of work.

When you want us to take over your monitoring service overnight, your operators log out of the system and Taking Care operators log in. We handle your calls in accordance with your guidelines and procedures, to become an extension of your service.

Why trust us to help

Taking Care is an award-winning Technology Enabled Care service provider. At the core of our business is our 24/7 monitoring service managed through our Emergency Resolution Centres (ERC). We are backed by AXA and continually invest in our people and systems to provide the highest standards of operational support and resilience.

Supporting your services

Night Owl enables flexibility to manage your monitoring in the most efficient way to meet service needs. It provides you the ability to deliver your organisation's strategic ambitions and support your local community whilst significantly reducing telephony, equipment, maintenance and operating costs. Night Owl also protects against significant disaster recovery events such as connectivity or site loss, network issues and emergency closures.



Benefits

- Use of Taking Care infrastructure
- Scalability of service user growth
- No night monitoring centre or maintenance costs
- Digital ready, making migration to digital easy
- No disaster recovery investment
- Reduced operating costs
- Data held securely by design
- Calls handled by experienced TSA accredited operators
- No additional or bank resourcing needs
- No concerns around emergency cover or disaster recovery

What you can expect as a Night Owl customer

Professional call handling

All our operators are DBS checked and TSA accredited; selected for their compassionate natures and desire to provide a high level of customer service. Operators complete a full training schedule which includes bespoke customer procedure manuals before they have access to live calls. This allows us to become an extension of your team and provide continuity of service when covering monitoring duties on your behalf.

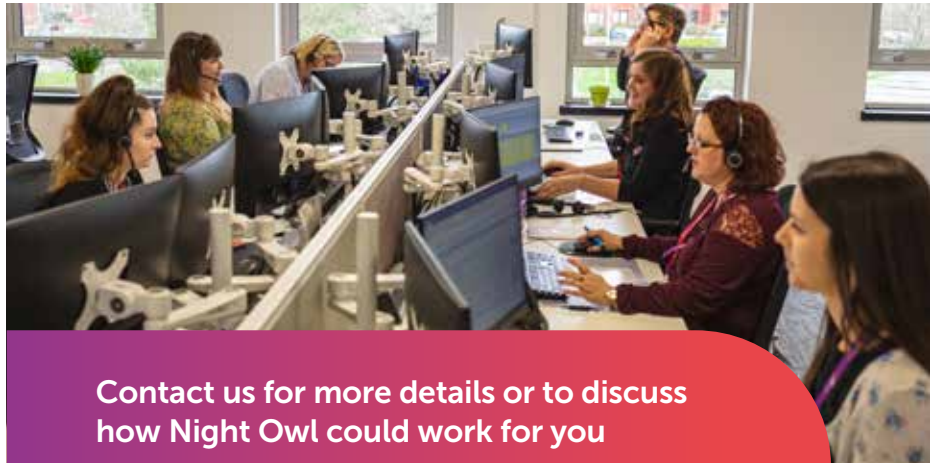
Reduced operating costs

Considerable savings can be made with Night Owl due to a decreased requirement for on-site infrastructure and IT support including:

- Telephone lines
- Servers
- Licenses
- Maintenance and support
- Building running cost 24/7
- Night operators

No alarm receiving centre investment

We offer a choice of industry leading platforms which are compatible with more than 90 analogue and digital protocols including BS8521, SCAIP, TS50134-9, IPACS, STMF and NOWIP. We invest in our platforms and software to ensure they are updated and tested to support both analogue legacy devices and digitally enabled technological advances.



Contact us for more details or to discuss how Night Owl could work for you

0800 085 8037 or
corporate@ppptakingcare.co.uk

We utilise open APIs for the interoperability of data.

No maintenance costs

With Night Owl there are no costly maintenance agreements - we have it all covered. We provide 24-hour technical support, backed by industry-leading SLAs from our suppliers and dedicated access to our in-house team of IT engineers 7 days a week, 365 days a year.

Industry-leading business continuity

We have made significant investment in our business continuity infrastructure to support our customers with market-leading levels of resilience. We keep our business operational through our dual-running site systems and the ability to mobilise our workforce from home - giving us flexibility

across locations and systems. Our business continuity plans ensure our ERCs provide a continuous service in the event of any loss of staff, adverse weather, equipment failure, fire, pandemic or other emergency. Night Owl provides a fully staffed business continuity service.

Reassurance about your data security

We embed a 'security by design' principle to keep your data safe and secure. We adhere to this principle through a structured approach to information governance, managed by a dedicated team of information security professionals and data protection practitioners. We undertake Data Protection Impact Assessments and rigorous technical controls are in place to manage all data.

- Empowering people to live independently and safely
- Reliable 24/7 monitoring
- Highly skilled, knowledgeable Emergency Resolution Team
- A proven, award-winning service provider with over 35 years' experience
- TSA accredited, ISO9001:2015, Cyber Essentials, Which? Approved, Trustpilot rated 'Excellent'
- Robust business continuity, data security and operational resilience measures
- Helping customers transition their services – supporting legacy analogue and digitally enabled devices
- Installation, assessment, quality control, refurbishment and supply chain capability delivered in-house

If you would like to know more about Night Owl please call or email and a member of our Corporate Team will respond.

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