

Contact to.care

The solution for Medical Alert dealers in the new markets

One of the biggest challenges to starting a Medical Alert Service in new markets is having an Alarm Monitoring Center. You can import good PERS and MPERS devices but they will need to call a Central Station.

Most PERS devices rely on an Alarm Monitoring Center with alarm receivers and two-way voice capability to answer live calls. Many MPERS 3G-GSM devices are able to call any phone number directly. But family members are understandably afraid they might miss a call in an emergency. Because of this, it is very important to have trained operators available 24 hours a day, 7 days a week.

Many countries don't have Alarm Monitoring Centers with two-way voice communication. For new markets, it's expensive to invest in a dedicated Central Station with 24-hour staff to attend only a few thousand PERS clients, or perhaps even less.

An Alarm Monitoring Center is a composite of trained attendants and a redundant and reliable infrastructure: phone lines, alarm receivers, servers, management software, uninterruptible power supplies, power generators and so on.

Contact to.care is a Cloud PERS Monitoring Software where a service provider can pay per client use. All you need is a very basic computer (or tablet) to answer calls. You can have your own team of operators, or forward calls to a third party.

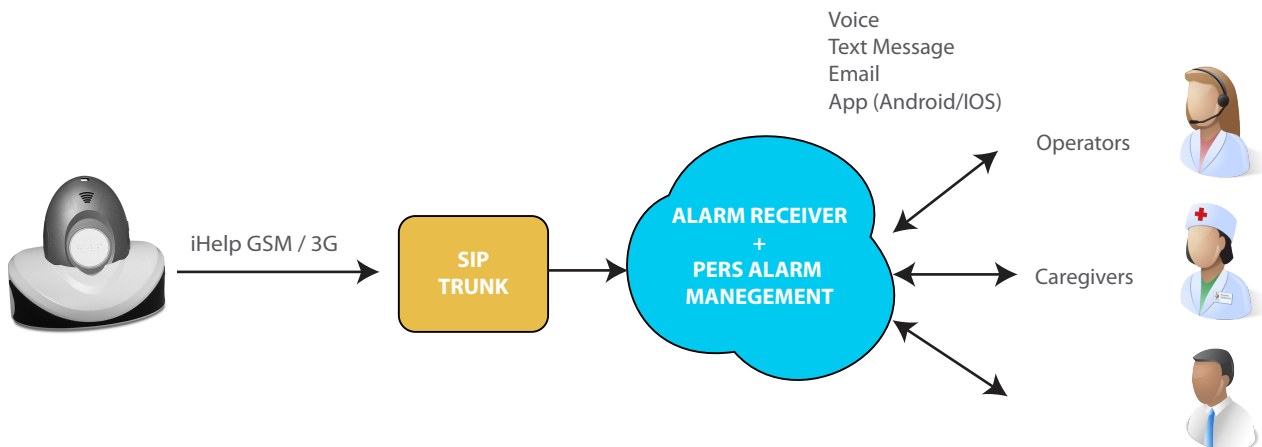
The system can also send text messages and email, automatically, to contacts and caregivers.

We can configure different levels of emergency depending on the alarm type. For each alarm level you can setup who will receive text messages, email or notification by cell app.

All communication is recorded from the time the user generates an emergency call.

The most important is that Contact to.care is very simple to use. The software was developed specifically for PERS and does not need to have all the features of security alarm management software, which can be complex to teach new operators.

Technical specifications



Contact to.care uses a SIP trunk to receive calls. You have the option of using nationwide toll free numbers, depending on each country's telephone providers and how your service will be marketed.

Calls are redirected to our asterisk cloud alarm receiver, which identifies the client and kind of alarm. This information is sent to the alarm management software, and voice communication from the PERS or MPERS is opened and recorded using VoIP. Every person logged into the system can see the call, and depending on the clearance level, he or she can answer the call.

The system has 3 user levels for different roles: administrator, manager or operator.

The first time you sign in, you will set up your company name, user name and password. The system will create an instance for you and your clients, like:

mycompany.contactto.care

Going forward, you now simply log in to <https://mycompany.contactto.care> with your username and password.



Administrators can create new attendants and assign appropriate access as administrator, manager or operator. In addition to browser-based call handling, you can setup alarms for others, and determine whether notification is sent by text message or email.

Contact to.care can monitor In Home Landline PERS, In Home Cellular PERS, Mobile PERS with GPS, using different alarm protocols.