

NEW



TOM Managed Service



the power behind your telecare service

Now you can benefit from TOM without having to invest in additional IT infrastructure and specialist support contracts. TOM can be accessed securely using the Internet from a PC or lap top and even whilst out and about. Any amendments or updates will be immediately reflected in the database and to other users. The TOM managed service is scalable and can grow as your service grows with additional users being easily added.

The TOM Managed Service offers the following:

- **Mobility** - Access to TOM is not PC specific - users can access it securely using the internet from an existing PC or laptop even when out of the office
- **Support** - The infrastructure for the TOM Managed Service is housed in a secure location and maintained by our trained engineers
- **Secure** - As the TOM database is not held on your PC or laptop, then should this be lost or stolen it would be more difficult for anyone to gain access to the data - once we have been notified then the user account can be disabled
- **Remote backup** - The managed service includes the back-up and storage of the database, so you don't need to worry about making regular back-ups yourself
- **Licensing** - No need to subscribe to a separate TOM license and maintenance agreement as this is all included within the TOM Managed Service charge
- **Upgrading** - We can import your existing TOM database and use this as the starting point for your Managed Service

TOM is an exciting software package that revolutionises the management of telecare by ensuring providers have all the information they need on clients, equipment and stock available for use. In particular it will help to ensure the easy management of assets with full information in one database.

TOM is designed to simplify the management of your service and will help drive it through each step of the telecare process.

Benefits of using TOM

- **Supports telecare management** - allows managers to take control of the whole process from referral to ongoing reviews by providing simple to use reports
- **Assists staff management** - diary management and scheduling of assessment, installation and maintenance visits is made easy
- **Keeps customers informed** - customer correspondence is easy to generate and can be logged against individual customers for future reference
- **Keeps control of stock** - includes a detailed database showing the up to date location and maintenance status of all telecare equipment
- **Provides a full audit trail** - every appointment and every phone call logged, every piece of equipment has an identified location
- **Customisable** - the software is flexible enough to help you expand your services and meet your future needs

Visit www.tunstall.co.uk/guides for
a data sheet or call 01977 660479
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