



# PNC6 - the digital generation is here

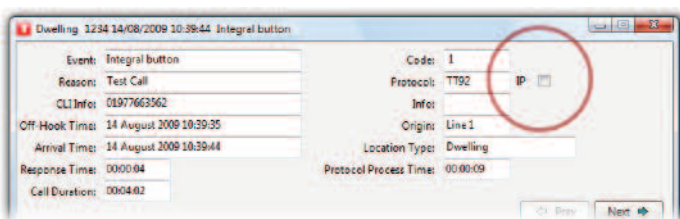
## What is PNC6?

PNC6 is the first 'digital ready' call monitoring and management system from Tunstall. It has been designed to ensure that end-users experience a continued high quality of service as the UK's telecoms infrastructure turns digital, and provides a unified communications platform managing the convergence of multiple information communication technologies including voice, data & text. PNC6 is future-proofed and ready for the convergence to IP 'packet switched' communication networks and will operate over whichever communications network is selected e.g. analogue, digital or GSM.

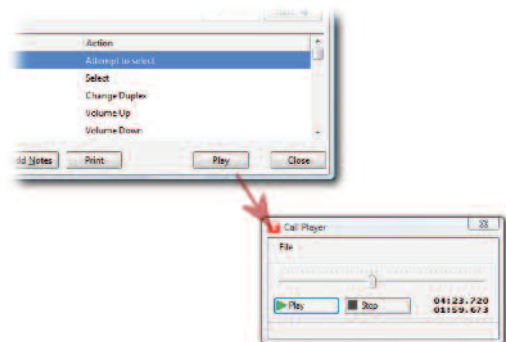
PNC6 also provides management information tools with decision support systems to ensure more efficient operation, and highly resilient and robust modular server environments with remote presence to capitalise on Tunstall's reputation as the provider of the world's most reliable and capable monitoring centre system.

## Why is PNC6 needed?

Changing needs are driving monitoring centres to integrate their operations in new and mutually beneficial ways. PNC6 facilitates this by supporting varied distributed access methods, allowing operators to maintain data and handle calls from any location that they choose. What's more, database authorisation is included which allows centres to maintain and report on different customer groups in various ways, respecting their relevant SLAs.



PNC6 supports IP protocol connectivity



PNC6 now includes a fully integrated voice recording sub-system

# In addition to being 'Digital Ready' PNC6 provides many new features

## The key new features of this release are:

- **New User Interface & Iconography**

The user interface of PNC has been re-worked to improve usability based on ergonomic workshops. "Tuned for performance" is the theme. Access to various features have been moved and occasionally duplicated to make accessibility to operationally similar tasks slicker and more intuitive. In addition the iconography has been extensively re-worked to improve consistency and clarity to the user.
- **"Digital Ready" PNC**

Whilst PNC6 supports more 3rd party communication protocols and equipment types than any other monitoring centre, support has been added for protocols that are resilient to the underlying telephony infrastructure change. PNC6 supports Tunstall's new protocol, known as Sequential Tone Multi Frequency (STMF), which allows networks to accurately replicate its tones and is resilient to longer round trip delays. Additionally PNC6 supports IP protocol connectivity providing alarm conditions and alerts to be raised over the public internet rather than the telephone network, future-proofing the customer's investment. This provides support for the IP Connect+ home unit.
- **Operational Wallboard**

Planning of operational staffing levels and predicting calls traffic peaks and troughs, so that SLAs can be met efficiently, is of increasing importance within control centres. A dedicated wallboard system is now available, designed in consultation with monitoring centre manager which gives a graphical indication of current, historical and projected performance levels.
- **SMS Service Integration**

In order to send accurate information to contacts simply with one or two clicks, outbound SMS messaging is now integrated directly within the PNC user interface. Links from the SMS builder screen allow various database fields from the current record to be quickly dropped into the SMS message, enabling operators to pass on important information efficiently.
- **Voice Recorder Integration**

Standards require that control centres record all inbound and outbound call traffic, but typically voice recording systems are only loosely linked to the alarms handling system. PNC6 now includes a fully integrated voice recording subsystem. This allows operators to access recordings direct from the calls history user interface in PNC, and listen to playback at their PC. As the voice recorder and PNC6 databases are linked the user can be certain that a call in PNC6 calls history is exactly the same call as the speech file to which it is related.
- **Expanded Automated Warden On/Off Site Facility**

Users can now specify a pair of scheme unit IDs/call-codes which have special meaning to PNC6; raising a call from one module/call-code combination means the scheme warden is on-site, while raising a call from the other means the scheme warden is off-site. Managers will now be able to filter out those calls at busy times that do not require the operator's attention, regardless of the equipment in use in the sheltered scheme.
- **BS8521 Protocol**

In 2009 the new British Standard open protocol was published, and support for this has been included in PNC6.
- **IP PBX**

PNC6 is delivered with the option to distribute calls to operators via an IP PBX. This is a flexible and cost effective alternative to hardwired PABX solutions with reduction in capital, network, and operating costs, using a single backbone for voice and data. This solution provides a platform to enable mobility by dispersing remote and travelling employees via the IP network while reducing costs.
- **Additional Operational Reporting**

New general management reports have been added including:-

  - Management statistics report
  - Call quantity analysis
  - Call response analysis
  - Response time summary
  - Scheme/dwelling/resident report
  - Dispersed dwelling report

Additional reporting has been developed to adhere to the new TSA standards

  - TSA exceptions report
  - TSA line utilisation report
  - TSA average responder time report

# Core features

- **Call conferencing** - allows an operator to simply connect calls between multiple parties. Therefore if you need to connect a resident with a contact, or simply include assistance from Language Line, this feature not only provides this simple link, but also logs all specific actions for each client associated with the call into the calls history.
- **Medical lexicon** - in an environment where accuracy is essential it is important that medical terms are used consistently e.g. to aid later reporting or searches. From an operational perspective it is vital that the meanings are correct and up to date. PNC6 incorporates a medical lexicon to ensure accuracy, which is linked to a medical resource which provides definitions, details and even pictures.
- **Address search** - to ensure accuracy and dramatically improve data input times, PNC6 supports Quick Address integration. This allows an operator to populate an entire address field from just the post code. Powerful geographical reporting is then possible by exporting results into Map-aware applications.
- **Open architecture** - the range of protocols including BS8521, products (including home units, hardwired schemes and security diallers from the UK, Europe and around the world) and manufacturers supported is the widest of any monitoring centre platforms available worldwide.
- **Highly configurable** - with a wide variety of options that can be enabled on a customer by customer basis.
- **Resilient** - using sophisticated replication and disaster recovery models, whilst the system constantly self-monitors to trap potential issues before they can escalate.
- **CLI support** - incoming standard telephone calls can automatically show the resident/dwelling record associated to the incoming call.
- **Mapping integration** - enables operators to quickly view maps showing the location of the user and their key contacts or for mobile social alarm purposes to support the operators knowledge of the locality and help them direct help more easily. PNC6 not only supports a variety of online mapping solutions (such as Google Maps and Microsoft Live Maps) but Microsoft Mappoint support has been extended to cover 2009 as well as the 2006 product.
- **Calls transfer (on clear down)** - enables operators to transfer calls to another operator or telephone number.
- **Lone worker IVR system** - a sophisticated and configurable solution for lone worker monitoring including picture storage and mobile connectivity.
- **Mobile alarm monitoring** - the ability to monitor mobile locatable social alarm systems.
- **Scheme auto-test feature** - allows the scheduling of proactive calls to ensure the equipment is in full working order.
- **Background calls** - configurable on a customer, protocol and call type basis to make the most efficient use of operator time.
- **Full analogue and digital lines support (including E1)** - supports from 4 to 512 lines.
- **Comprehensive remote programming** - allows the remote programming across a wide range of protocols, products and manufacturers.
- **Incident manager** - tracks one-off incidents from damage to repairs of property, through to injuries to residents. Further incident manager applications also manage travelling response teams.
- **Door entry streaming video support** - enables operators to view CCTV images using an IP camera interface when accepting door entry calls from a grouped housing scheme therefore providing additional confirmation of the callers identity before allowing access.

# Training

PNC6 courses are specifically designed to guide users in structuring the database to gain maximum efficiency and easy maintenance. This includes the comprehensive stock control system which is invaluable when dealing with telecare equipment. All aspects of calls handling functionalities and equipment programming are covered in the training programme. Separate courses are available on all additional software packages including management reporting, lone worker, invoicing, incident manager and asset management. Courses can be tailored to suit any individual needs.

For more information on the training courses available, please call **01977 660386** or email **training@tunstall.co.uk**

Tunstall is a Dialogic application and channel partner which means that Tunstall works closely with Dialogic and PNC6 is developed exclusively on (or for) Dialogic's telephony hardware.

## Technical details

### Recommended Minimum Specification for PNC6

#### Workstations:

**Processor:** E5300 Core 2 Duo 2.6 GHz  
**Memory:** 2GB  
**Operating System:** MS Windows Vista™ / MS XP Pro / MS Windows 7  
**Storage:** 80GB HDD DVD-R(W)  
**Monitor:** 20" (1024 x 768) minimum

#### CTI Server:

**Processor:** Intel® Xeon E5506 2.13 GHz  
**Memory:** 2GB  
**Operating System:** MS Windows Server 2003 / 2008  
**Storage:** 40GB HDD  
**Telephony:** Dialogic D120-JCT LS-Euro  
12 port analogue cards  
Dialogic D300-1E1 or D600-2E1 cards supporting up to 60 digital channels  
Dialogic DIS116R2 conference resource boards  
**Chassis:** Tower or rack mountable (capable of housing 12" full length PCI boards)

#### Database or Application Server:

**Processor:** Intel® Xeon E5530 2.4 GHz  
**Memory:** 4GB  
**Operating System:** MS Windows Server 2003 / 2008  
**Storage:** 80GB  
RAID (various recommended)  
**Chassis:** Tower or rack mountable  
**Database Engine:** Sybase SQL Anywhere version 9.0.2

#### PABX:

Must be capable of supplying analogue extensions to the CTI server. It must be able to connect extension-to-extension calls direct into the headset

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# Tunstall

[www.tunstallhealth.com](http://www.tunstallhealth.com)

Tunstall is a founder member of the Continua Health Alliance

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