



The Telecare Monitoring Center

For care organizations, social cooperatives and service providers



Telecare Monitoring Center

Urmnet Care is Urmnet ATE's innovative telecare monitoring center, combining technology and expertise to provide secure and continuous support. Flexible and scalable, it adapts to the needs of each organization and its users.

How does it work?

Accessible directly via web browser, it can be used from a computer or tablet, allowing the operator to work without being tied to a fixed workstation if needed.

Thanks to its intuitive interface, the platform can be used easily by any operator, reducing the need for specialized training.

Through Urmnet Care it is possible to: receive and manage all types of alarms, handle health measurements from

monitoring devices and customer records, coordinate social support calls, schedule companionship calls and manage reminders for the user.

A secure infrastructure

System security and reliability are ensured through constant backup, 24/7 monitoring and the presence of a secondary service infrastructure.

System requirements

All that is needed is an internet connection and a PC workstation, no telephone lines are required. A mobile option is also available via tablet, allowing events to be managed while on the move.

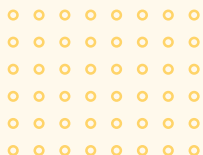
Controlled investment and costs

The Urmnet Care platform is highly scalable: the investment remains contained and proportional to system usage, with multiple options for event management: in-house, shared, or fully outsourced.

System compatibility

Urmnet Care is compatible with all Urmnet ATE terminals.





Flexible management options

IN-HOUSE MANAGEMENT

24/7 management handled in-house, with Urmec ATE backup support available in case of operational emergencies

SHARED MANAGEMENT

Management handled in-house during daytime hours, with support from the Urmec ATE monitoring center during the remaining time slots

OUTSOURCED MANAGEMENT

All alarms are handled entirely by the Urmec Care service, relieving the organization from day-to-day operational management



Features

Real-time management of personal alarm events

> The system handles alarm events from the moment the user triggers an alert through to their completion.

Management of domestic safety events

> Urmec Care enables the monitoring of indoor environmental safety using Wi-Fi sensors connected to the telecare terminal.

Management of health measurements

> Measurement data from telemonitoring devices connected to the terminal (such as pulse oximeters, blood pressure monitors, thermometers, glucometers and scale) can trigger threshold or missing-measurement alarms, helping track the user's health trends over time.

Scheduled social calling management

> The system enables planned courtesy calls for each assisted person, based on the information and preferences specified in their profile.

Management of calls for special occasions

> The monitoring center allows scheduling and handling calls for personal occasions, such as birthdays and other meaningful dates.

Management of ongoing personal reminders

> Urmec Care allows operators to schedule and manage reminders, ensuring that users are notified of planned appointments and activities.

