

Mobile telecare and lone worker safety made possible by Pelion Connectivity Management

arm

Case Study



Company Snapshot

Name: Oysta

Industry: Mobile Telecare & Lone Worker Safety

Founded: 2008

Oysta care about improving lives, and they work to transform the provision of safe independence for the most vulnerable in society and the safety of employees at work.

oystatechnology.co.uk

Business Objective

Operating in the field of telecare and lone worker management, Oysta required a partner who could deliver robust, reliable and resilient connectivity to telecare and lone worker devices. Connection security, reliability and widespread network coverage are extremely high priorities for Oysta; if a person's device cannot establish a network connection when help is needed, the consequences could be severe.

Solution

To deliver the security, reliability and coverage required by Oysta, a solution was delivered consisting of three key elements:

- ✦ Reliable, robust and resilient cellular connectivity delivered on an international basis.
- ✦ Resilient network infrastructure that delivers optimum levels of security.
- ✦ Connectivity management capabilities.

Benefits

- ✦ Secure and reliable service for vulnerable people and lone workers.
- ✦ Lower connectivity costs and global coverage.
- ✦ Ease of device management.

Secure and reliable service for lone workers and vulnerable people

Arm's cellular connectivity services* have been designed to meet the needs of organisations who are transmitting critical data. The service has therefore proven to be an ideal fit with Oysta's devices that help keep vulnerable people and lone workers safe.

Data security and confidentiality is of the utmost importance to Oysta, therefore it was imperative for them to find a partner who could provide optimum levels of data protection and guard against online threats, such as cyberattacks. Pelion Connectivity Management's private APN infrastructure maximises the security of Oysta's data and enables them to establish a private network that is separate from the public internet. This ensures that data is protected from unwanted access by external parties.

*Implementation was provided by Stream Technologies, acquired by Arm June 2018



Lower connectivity costs and global coverage

Arm has developed partnerships with multiple operators on an international basis, which means that Arm can provide complete global coverage at extremely cost-effective rates. Arm's partnerships with the highest quality of cellular connectivity providers meant that Oysta did not have to deal with the headache of integrating and interacting with multiple vendors and their various connectivity management platforms, everything was in place to help Oysta get up and running as quickly as possible.

Ease of device management

Pelion Connectivity Management has put Oysta in control of all aspects of IoT connectivity, regardless of network technology type; including devices deployed on cellular, LPWAN and satellite networks. The service provides real-time connection management and reporting of IoT devices. This has enabled Oysta to determine if devices are connected to the network, how much data has been used, set monitoring alerts and manage invoices.

Path to value

Close collaboration between Arm and Oysta ensured that the solution was deployed quickly and efficiently. A dedicated team was tasked with undertaking all elements of the delivery, including liaising with Oysta to ensure that every requirement was satisfied.

The partnership between Arm and Oysta has driven savings for local government and care organisations, as well as families and individuals. For example, Hampshire Police use Oysta's services to support residents with dementia. This customer has reported savings of 65% since the roll out of Pelion Connectivity Management. Another Oysta customer has reported that they have reduced the number of inbound calls they receive by over 3,000 a month, which has resulted in savings of thousands of pounds per year.

