



IDENTITY CARD

Activity
Teleassistance

Creation date
1977

Headcount
18 employees

Geographic scope
National coverage with regional location in Rhône Alpes and in Northern Ardèche

SCOPE

- ▶ More than 780 multi-operator M2M SIM cards
- ▶ SoM2M platform daily use to order new cards and monitor consumptions

COVID-19 NEWS

The stress felt by subscribers during this epidemic period is fortunately relieved by the caring support of the association, which have all the necessary tools.

Indeed, the teams of Association Alerte and Synox apply all their skills remotely to maintain the quality service.

How was the Alerte association able to optimize its processes and increase its service quality with the Synox's solutions?

BACKGROUND

Alerte is an association that provides to its subscribers a complete teleassistance solution: from the box installation to the follow-up calls. Subscribers are equipped with a warning system that they turn on in case of need (locket, watch etc.) without having to pick up their phones. These equipments are connected to the teleassistance box and immediately prevent the Alerte association listening center. According to the need, the listener will send the appropriate help alert (family and/or professional caregivers, firefighters, doctors...).

The association work is regional but some offers can be extended to the entire french territory.

The goal is to offer a proximity service and emphasise social relationships: according to their choice, regular entertainment are proposed to the subscribers such as boat trips, cultural and gastronomic outing etc.

Throughout the year the subscribers can benefit from comfort calls. Thus, in addition to its rescue service, the association provides a real sense of caring for its subscribers.

THE TECHNICAL SOLUTION CHOSEN

There are several manufacturers and teleassistance solutions that represent a safe and reliable way of communication. Today, according to the telephone subscription, several teleassistance offers are proposed: it can be used by the subscriber's phone line and/or the cellular network in case of non-unbundled zone or back up.

To ensure an unfailing communication, the boxes provided by Alerte Association are equipped with multi-operator M2M SIM cards. These SIM cards provided by Synox are specific to ensure a better communication between the machines and a continuous service thanks to their ability to connect to different 2G/3G/4G networks.

For over 10 years now, the Alerte Association has been using Synox's SIM cards to ensure a safe communication of its teleassistance units.

Once the data volume required for a teleassistance unit has been determined, all that needs to be done is to order the SIM cards from the Synox SoM2M platform.

“ In our sector, an effective communication is a critical point because our service is linked to people. We chose Synox when we need technical support because it provides a quick diagnosis and solution.

Brice PETAUD, Technical Manager





ABOUT A ERTE ASSOCIATION

Alerte association was born out of the idea of Simone ANDRE, Rhône General Council Vice President in charge of Social Affairs and Deputy Mayor of Lyon.

The principle: a transmitter connected to the phone line which allows to provide a personalised assistance to the person in difficulty at the right time.

Vivons Alerte is intended to encourage home care for the elderly and places great importance on human and social dimension in its teleassistance work through a customized support and social relationships.

ABOUT SYNOX

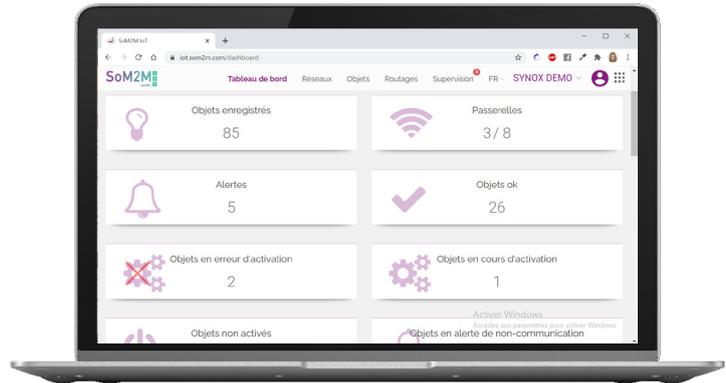
As an IoT editor and integrator platforms Synox supports companies and communities wishing to easily and safely implement their IoT project whatever the objets and technologies used.

Its mission: allowing companies and communities to transform themselves by taking advantage of IoT emerging technology potential in a complete autonomy in a sustainable development way.

MORE INFORMATION

- ▶ [Register for a web demo](#)
- ▶ [Subscribe to our newsletter](#)
- ▶ [Contact us](#)

SoM2M#IoT platform - Monitoring dashboard



Trigger bracelet and locket - Association Alerte



From that platform it is possible to manage all the SIM card park: check the connectivity, the network attachment, data consumptions etc. It also allows to make a first diagnosis in case of non-communication of a card. The customer stay autonomous to make the first actions as the network detachment for example. And if the problem is more important, the Synox's technical support intervene quickly to restore communication.

UN DETERMINING TURN

The teleassistance currently face a dimensioning change since the switched telephone network will soon no longer be available to ensure the communication of teleassistance units. Indeed, the switched telephone network is the historical telephone network maintained by Orange (e.g France Télécom). This technology at end-of-life and costly to maintain no longer bear the new means of communication so will progressively be gradually stopped and replaced.

Therefore, the cellular network has a very important role as well as the exploitation of M2M lines dedicated to critical uses such as teleassistance. Synox supports the Alerte association in this transformation put at the service of quality communication for the well-being and the safety of its subscribers.



The Alerte Association DNA clearly deals with the social aspect of our actions. We make sure that our subscribers feel good and sometimes it even results in a customized gift for centenarians for example.

Brice PETAUD, Technical Manager



CONTACT

SYNOX, Immeuble Le Tucano, 836 Rue du Mas de Verchant - 34000 Montpellier

+33 4 30 00 19 10

WWW.SYNOX.IO