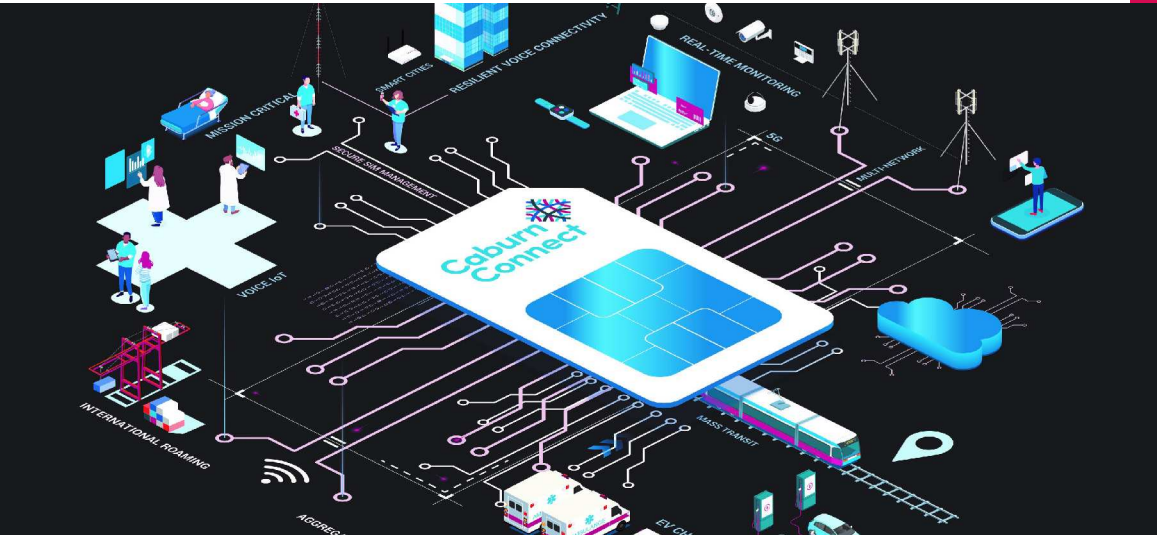




EXPANDING MOBILE QUALITY CONNECTIVITY INTO THE TEC SECTOR



Quality · Safety · Innovation



The Quality Standards Framework helps TEC organisations achieve certification through a rigorous and ongoing assessment process. It enables providers to understand how they are performing and what they can do to achieve excellence through quality, safety, innovation. QSF is run by TEC Quality, which is accredited to the UK Accreditation Service and is part of TEC Services Association (TSA) – the UK's representative body for technology enabled care.

Technology enabled care increasingly takes the form of interconnected smart devices serving a wide range of purposes that collectively help people to retain their independence at home. The one thing they all have in common is their effectiveness is underpinned by dependable digital connectivity. And that's where companies like Caburn Solutions come in.

The firm specialises in applying internet of things (IoT) mobile connectivity to a wide range of settings, from fleet vehicles to retail environments, to lone-worker devices, to universities and even to motorhomes and caravans.

But more recently it has expanded into the world of health and social care, using its technology to provide seamless and secure connections that are the bedrock of reliable remote monitoring, sensors and alarms.

'We provide mission critical short and long-range communications for people within certain environments that require them to have instant connections,' explains Mark Kershaw, account/project manager at Caburn Solutions. 'It's taking us into a sector where, for a vulnerable person, having that connectivity for devices in their home can make a massive difference. It's helping people to live better lives.'

That was one of the reasons Caburn Solutions went through the Quality Standards Framework's robust certification process. Mark says the opportunity to put the company under the microscope – auditing against modules that look at everything from governance and ethics to the skills within its workforce – has brought many benefits.

'No stone is left unturned with QSF. We have had to improve a lot of our internal processes. It's really helped us to create a culture of improvement and look at things in detail. For example, where we get our SIMs from and whether they are ethically sourced.'

'Becoming QSF certified has also brought the company into the TSA community and the 'strong networking family' that comes with it,' Mark says.





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THE VALUE

'It was the first full telecare certification we had completed and it was certainly a rigorous process. No stone is left unturned with QSF. We have had to improve a lot of our internal processes. It's really helped us to create a culture of improvement and look at things in detail. For example, where we get our SIMs from and whether they are ethically sourced.'

'Becoming QSF certified has also brought the company into the TSA community and the 'strong networking family' that comes with it, he says.

'TSA are always looking for ways to involve you in driving improvement and innovation.'

As technology changes there are new companies coming in like us. We are bringing a unique approach to the UK market that can transform TEC connectivity.'

He adds: 'QSF has become the industry standard for TEC. That's what people look for and if we didn't have that I don't think we'd be considered by a lot of people. It's the benchmark and I'm very glad we have it.'



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