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PRESS RELEASE

Neat technology makes teleworking possible and increases the efficiency of telecare services

Neat's solutions have allowed the decentralization of social care

The coronavirus pandemic requires the rapid and efficient response of technology development companies for the social health sector. Initiatives must be aimed at maintaining and reinforcing comprehensive care for the elderly, the most vulnerable sector of the population.

At Neat we are aware of these needs and for this reason we have made available to our clients a professional telecare call management platform that a few years ago was conceived and developed as a mobility solution. This system has allowed the staff of the care centres to work in their private homes and from there continue with their usual tasks to the maximum of capacity, attending to user alarms with the same efficiency and quality.

This telecare call management platform has been installed on the computer equipment that service providers have provided to their workers, including teleoperators, supervisors and call centre coordinators.

More than 200,000 users have been favoured with this new form of care. In addition, it should be noted that users have not seen their benefits reduced, on the contrary, some service providers, from their homes, have been able to redouble their efforts by activating forceful actions: they have launched campaigns and protocols of guidance and help to mitigate the effects of this crisis caused by the COVID-19 disease, have increased follow-up calls, paying special attention to the cases of the most fragile users and, most importantly, through emotional telemonitoring, they have made users feel accompanied and protected in this period of confinement and unwanted loneliness they are suffering.

José Manuel Carballo, Sales Director of Neat, explained that "in these days of health crisis, providers who decided to implement platforms based on Neat technology have seen how their movement from service centres to operators' homes has been realized with the minimum effort thanks to a very versatile technological architecture. »

Furthermore, teleworking plans have also protected the health of telecare professionals, preventing the spread of the coronavirus and promoting the reconciliation of work and family life.

"We are proud to see how Neat's highly mobile technological designs have been of great help in providing the telecare services that the elderly require, especially during this health contingency," Carballo highlighted.



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At Neat we are committed to continue collaborating with what we have been doing for more than 30 years: offering solutions that help the most fragile ones and those ones who need our support the most.

Neat is a multinational brand of the Legrand Group founded in 1988 with the aim of offering its clients high quality professional services in its different lines of business. It is a specialist in technological platforms for social and health services. It has products and services in the areas of telecare, telemedicine and solutions for nursing homes.

Its more than three decades of experience in technological solutions have positioned it as a leader in wireless patient-nurse call systems, making Neat the undisputed leader in the market.

Its headquarters are in Spain and the quality of its products and services have earned it to spread to more than 30 countries.

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