



# Delivering excellent service and maintenance throughout the UK

## The challenge

Riverside Care and Support and Tunstall have been working together for almost 30 years, for the supply, installation and maintenance of assisted living communications systems (warden call), door entry, access control and telecare.

As a result, there is a range of Tunstall equipment installed in over 400 schemes of different sizes and types throughout the UK. How are the two organisations working together to deliver consistent, high quality service and maintenance which safeguards the people Riverside supports?

## What we did

Tunstall has a long established and successful relationship with Riverside Care and Support, and is preferred supplier for a nationwide preventative and responsive service and maintenance contract for equipment on its supported housing, extra care and older persons' retirement schemes.

The contract has been developed as a bespoke agreement to suit Riverside's particular needs, and includes specific elements such as battery replacement. Tunstall has worked closely with Riverside Care and Support to identify potential cost savings and improve efficiency, while enhancing services to residents. Initiatives include:

- Developing a fixed price financial model over a three year period – enabling the customer to manage costs while providing budgeting certainty
- Identification and recommendation of equipment required for specific sites to provide the best solution for residents
- Ensuring we have the right mix of equipment on every engineers profiled van stock to reduce downtime and cost saving
- Linking office phones to the BT landline as a back-up line should the office line fail, which avoids the expense of an additional line

Tunstall provides a range of key contacts throughout the company, from installation, to service, sales, project management and technical support, who are dedicated to the Riverside account. Coordinating the contract is a regional account director, and the service is provided according to Tunstall's standard contract delivery methodology, tailored to meet Riverside Care and Support's specific needs, to ensure the contract is fully supported with proven working practices and experienced teams of qualified field operatives.

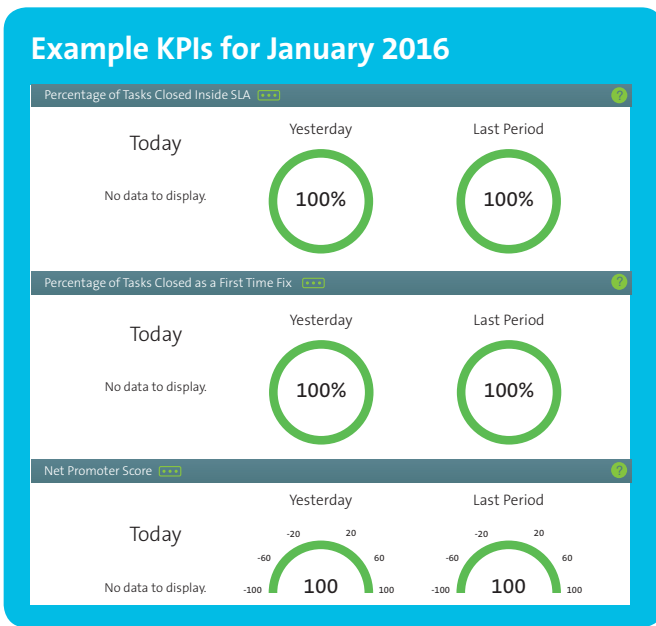
“ In my opinion the Tunstall engineers are the best of their kind in the country. They are responsive and proactive, and because most of them have been working for Tunstall for many years they know the products and schemes inside out and this helps them to deliver a faster and more effective service. Everyone I work with at Tunstall is customer-focused and dedicated to delivering whatever we need.

**Alistair Davies**, Project Manager, Riverside Care and Support



# Results

The success of contract delivery is measured using an agreed series of Key Performance Indicators (KPIs) which are reported monthly. These include measures such as first fix and response times. Specific annual review meetings are also arranged to review performance and agree measures to continuously improve the delivery and efficiency of the service.



**Alistair Davies**, Project Manager, Riverside Care and Support said:

“The Tunstall team are at the top of their game as far as I’m concerned. We support thousands of vulnerable people and we need to ensure that we are maintaining the equipment that helps us to do this in the most effective way. I have every confidence that our service and maintenance is in safe hands: Tunstall is always contactable, approachable and responsive and genuinely motivated to deliver the best service possible.”

## Next steps

Riverside Care and Support continues to review the best support options for its residents and as part of its rolling programme of scheme upgrades and new builds evaluates the latest technologies for assisted living communications. Many schemes have already been upgraded to benefit from Tunstall Communicall Vi systems following consultation with residents, and Riverside Care and Support plans to commission Communicall Vi IP in future to begin its move towards digital systems.



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