

# The Digital Transformation Expert Guide Part 4

**Adrian Caddoo, National Field Operations Manager**

*In our **previous** blog, Lee Morris, Operations Manager, shared how Tunstall goes above and beyond for its customers, to help make a real difference in the world of care.*

*In the fourth and final part of our **expert guide** series, Adrian Caddoo, Field Operations Manager, provides an insight into the day-to-day operations at Tunstall Healthcare and the extensive team that keeps customers' needs at the core of everything they do.*

Every day, Tunstall's specialist service engineers are working with customers across the UK to make sure the people they support have access to the help they need, 24 hours a day.

Our team of over 130 managers, supervisors, engineers and apprentices is the largest of its kind, attending over 100,000 call-outs a year, supported by head office-based colleagues, including call handlers and schedulers, administrators and our manufacturing and store departments.

Tunstall doesn't just cover warden call systems: we also offer service and maintenance for door entry and access control systems, fire systems, telecare and telehealth solutions, CCTV and nurse call systems, making it easier for our customers to maintain their estates.

As well as reactive repairs, Tunstall offers proactive maintenance, ranging from a yearly control equipment check to full system testing and asset gathering. We also deliver training on how to get the best out of your systems.

Customers can choose the level of support that suits them, with standard service agreements providing response times ranging from two to 48 hours, or we can work together to create a unique agreement to meet your specific needs. Tunstall also helps customers who don't hold a contract with us, on a time and materials basis.

We believe Tunstall engineers are the best in the business. They have an average of over 20 years' experience, and our area-based approach means they build in-depth knowledge of the schemes they look after. They complete rigorous, ongoing training on equipment from a range of manufacturers, and are also trained in customer service and safeguarding for added reassurance. The team is also subject to health and safety training to ensure both they and our clients are kept as safe as possible, and of course they are DBS checked.

Whatever the needs of the customer, whether large or small, Tunstall's Service Team is here to help, working to find solutions, overcome challenges and keep people safe and independent.

**If you'd like more information on preparing for the digital transformation, [get in touch here](#).**