

## APPENDIX 1 – Proposed Replacement Devices

In view of the additional variables at play compared to analogue devices (connectivity options, mobile network signals etc.), it is good practice to have a range of devices to suit various scenarios.

The following devices are from suppliers with whom we have a previous relationship and are available via Scotland Excel's Telecare Dynamis Purchasing System (DPS). Scotland Excel's Telecare Framework is currently under review and is expected to be updated later in 2024.

Device	Provider A	Provider B	Provider C
<b>Device cost</b>	£195	£331	£165
<b>Ongoing costs (SIMs)</b>	TBC	No cost for first 2 years - £5 per month, per connection thereafter.	£36 per connection, p.a.
<b>Support</b>	Poor – from experience	Good – from experience	(Anecdotal) Good - Assigned dedicated account manager
<b>Functionality (future proof)</b>	Testing has so far proved the Lifeline Digital Unit to provide reliable connections to a digital ARC	Testing has so far proved the Lifeline Digital Unit to provide reliable connections to a digital ARC	Testing has so far proved the Lifeline Digital Unit to provide reliable connections to a digital ARC
<b>Use of peripherals</b>	Inter-operable only with Tunstall peripherals	Less risk to match Possum units with Possum peripherals	Inter-operable with other devices
<b>Ease of installation</b>	Moderate – should be similar to current analogue installation, but some added time to start with for familiarisation	Moderate – already installing these devices	(Anecdotal) – potential to reduce installation time as devices arrive pre-programmed and has voice-prompt set-up guides.
<b>Connectivity resilience</b>	Can connect via broadband router or via SIM. Could be issues in areas with poor/no mobile signal	Can only connect via one mobile SIM at present – presents an issue in no/poor mobile signal areas	Dual SIM, so better chance of picking up a mobile network to connect on. Can also be connected via broadband router
<b>Recommendation</b>	Preferred for those with existing Provider A peripherals as peripherals will remain in place (additional cost saving). On Digital Office Assessed Suppliers' list.	Preferred for those with existing Provider B peripherals as peripherals will remain in place (additional cost saving). Not on Digital Office assessed suppliers' list, as Provider B are a third-party provider. The devices themselves however, (LeGrand NEAT), are on the list.	Anecdotal evidence only. On Digital Office assessed suppliers' list Previous relationship having completed a test of change with one of their products in 2019. Preferred For non peripheral requirements for replacement purposes On Digital Office assessed suppliers' list.