

What to expect from Everon

Everon's dedicated customer support team is unique in the industry. Our directly employed in-house team provides service design, technical, installation and ongoing support for our UK customers.

Installation

Our team of installers work with customers and users to ensure a smooth and efficient installation process. Our technology is digital and cloud based, so installation is quick, with no need for hard wiring and minimal disruption. All our colleagues are fully trained, including in health and safety. They are all DBS checked, wear uniform with ID cards and remain Covid compliant for all settings.

As part of our completion process, we ensure that all key stakeholders are trained and competent in the use of the technology. We provide a full handover pack for both the customer and local staff complete with commissioning/handover records including imaging, regulatory certification (where appropriate), operations and maintenance manuals. We also provide user guides for staff, residents and carers and a range of support videos are also available online.

Service Design

At Everon, we put the person using our technology at the heart of everything we do. Our approach is different - we understand that one size does not fit all, and we build our solutions around both the customer and the individual needs of the user. Our Account Managers work closely with commissioners to identify those requirements and ensure they are agreed and met in the service specification. We also offer bespoke support packages including options such as battery changes across the whole service.



Technical Support

We provide around the clock technical support for our customers through a monitored email inbox and a support telephone line open 24 hours a day, 7 days a week. Our technical experts resolve greater than 95% of all issues remotely and can arrange for an engineer to visit if further assistance is needed.

Our contact details are:

Email: 24hrsupporteveron@everon.net

Call: 01233 557005

Continuous Support

To ensure complete peace of mind, we provide a range of continuous support services for our customers.

- All our customers have access to the Everon portal and can see the status of their technology via secure logins and passwords. It provides the ability to monitor system performance, unit status, battery condition (peripherals and main hub), provide reports and statistics and identify issues and maximise unit and system availability.
- All software enhancements including new features are remotely uploaded to all Everon hubs, at no cost to the customer or user.
- The Everon App, provided to local managers and support teams to manage services effectively, is automatically updated with software enhancements and new features at no extra cost.

Compliance

Everon solutions are fully compliant to UK industry standards including:

EN301 908-1 | EN300 220-1 | TS 51.010 | EN55022

European Radio equipment and Telecommunications Terminal Equipment (R&TTE) Directive

Compatible with Federal Communications Commission (FCC) CFR47, Part 15 standard

Compatible with ETSI EN 300 220-1 standard

And comply with the following applicable directives:

2012/19/EU, WASTE ELECTRICAL & ELECTRONIC EQUIPMENT DIRECTIVE (WEEE)

2014/53/EU, RADIO EQUIPMENT DIRECTIVE (RED)2011/65/EU, RESTRICTION OF HAZARDOUS

SUBSTANCES IN ELECTRONIC COMPONENTS (RoHS) EN 50134, ALARM SYSTEMS SOCIAL ALARM SYSTEMS

Protocols

SCAIP 5591100:2014

CENELEC TS 50134-9

BS8521:2020 Now IP

BS8521:2009

SIA-DC-09

Get in Touch

At Everon, we work with our partners to create bespoke solutions for every type of care setting.

To start your journey with us, or for more information on any of our products and services, please contact us:



info.uk@everon.net



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www.everon.net



everon

Digital solutions for every care journey