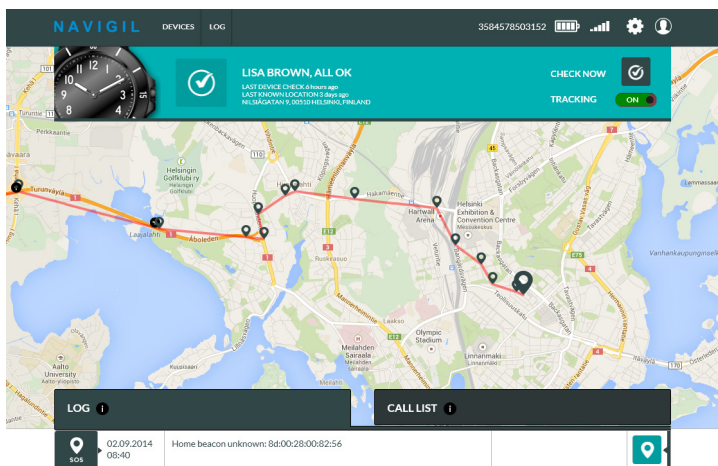


Rafael service: reach, locate and manage

High availability service for individual caregivers and professional care providers!



- Rebrandable service
- Map, event & alarm views
- Intelligent reachability service for help request call routing
- Extensive alarm notification services
- Over-the-air configuration and management of devices
- Activity statistics, BIG DATA via API
- Support for SCAIP protocol

Industry benchmark Navigil Rafael service raises the bar to a new level in the telecare and lone worker segments. Easily configurable reachability service and easy to use management services enable one mouse click deployment of Navigil S1/S3 devices and ensure that alarm calls are answered either by one of the caregivers or by a monitoring centre. A map view enables fast locating of a person.

Intelligent alarm and are-you-well call services

Rafael service enables caregivers to share the workload of receiving alarm calls using recipient reachability service based on a weekly availability calendar and unavailability exclusion periods. If none of the caregivers is reached the help request call can be connected to a 24/7 monitoring center. Rafael service can automatically create are-you-well calls based on a weekly schedule.

Location, log and statistics views

The whereabouts of the assistee and the status of a device can be easily seen in the device home page. A map shows the last known location of the assistee. Route travelled can be shown on the map. A log lists all events including calls, device reports, adhoc queries, geofence and location alarms as well as low battery alarms. Statistics reports include information on user's time in very active, active and non-active

states as well as user's whereabouts room by room during a day. These enable caregivers to determine if all is well or if an action is required.

Easy to use secure management services

Navigil Rafael service enables caregivers to easily manage over-the-air the device settings such as speaker volume, device profile and home beacon locations. Speed dial phone numbers, are-you-well call settings and reachability service settings can be set in a matter of minutes using Navigil Rafael service's web browser interface. Servers used by Navigil Rafael service are inside a mobile operator grade firewall co-located with the mobile phone network core elements.

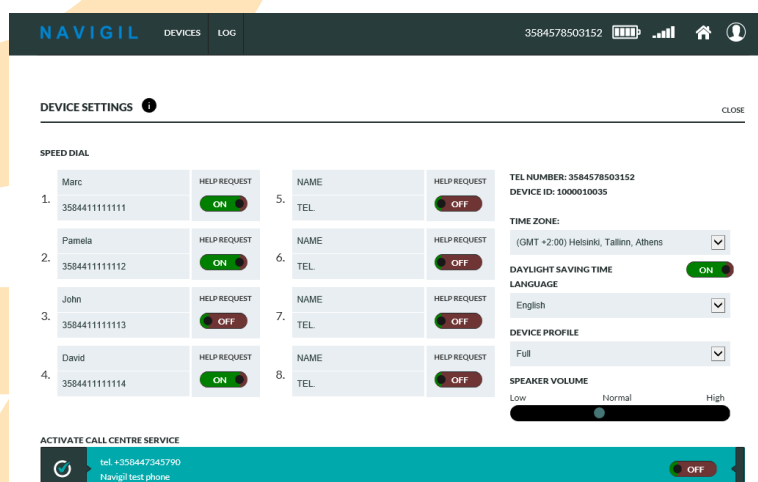
Easy deployment and management

Navigil Rafael service is provided as a SaaS service in Navigil Cloud with operator grade SLA. Customer can easily set correct user privileges for users for access to Rafael service using multi-level user management. With device mass management customers can easily change settings of any number of devices with a click of a mouse. Navigil Rafael service manages configuration delivery to devices over-the-air. Seamless integration between Rafael service and Navigil devices ensures secure delivery of messages.

Rafael service: reach, locate and manage

Industry benchmark caregiver reachability and device management service

DEVICE LEVEL		
Reachability service	Primary priority	Sequence of up to 8 caregivers
	Availability calendar	Weekly calendar that defines when a caregiver is accepting calls
	Out of reach settings	Calendar that defines periods when a caregiver is out of reach
	Monitoring centre	Optional monitoring centre assistance if all caregivers are out of reach
Are-you-well calls		Calls are connected automatically between caregiver and assistee based on weekly calendar
Call control	Speed dial list	Names and phone numbers that assistee can place speed dial calls to (device profile selected: easy or full)
	White list function	Calls from phone numbers outside of white list are barred
Status banner		Quick view of key status indicators
	Check now function	Query the status of the device adhoc
	Tracking options	Emergency tracking, adaptive tracking or no tracking
Map view	Last known location	Pinpoints last reported location, legend for source of location info
	Home beacon	Location on the map, address based or manual location definition
	Track	When tracking is turned on traveled track is shown on the map
Event log	Standard log entries	Periodic reports, device charging start and end, speed dial calls, adhoc queries, change audit trail
	Warnings	Battery low, charger error
	Alarms	Unanswered alarm call, battery critical, device connection, home beacon connection lost, geofence breach
Statistics	Day, week, month views	Period very active, active, non-active, time spent in each room
Settings	Over-the-air management	Device profile, UI language, time zone, configuration, firmware
SERVICE LEVEL		Rebrandable web browser based user interface
	Intelligent Network	Help request call routing, white list and "Are-you-well" call functions
	Notification services	User selectable IVR (interactive voice response) or e-mail notifications
	Core services	Device communication and event log database services
	Mobile subscription	Embedded SIM enabled voice and data communication services
	Device communication	HSPA+, GPRS, USSD, SMS, technical phone number
	Admin functions	Group actions to devices: firmware, configuration, ownership
	Over-the-air updates	Base settings, specific parameters, device ownership
	APIs	SCAIP, M2M JSON
	Service availability	Two geographic locations with redundant IN-service, IVR-service nodes and USSD gateways
	Service security	Mobile operator grade firewall, private APN and data comms network
	Language variants	Danish, Dutch, English, Finnish, French, German, Italian, Norwegian, Polish, Portuguese, Spanish, Swedish; others upon request



Key benefits are:

- Fast time to market with rebrandable service
- Fast setup of devices with easy to use UI
- Reachability service balances workload and ensures that all help request calls are answered
- Statistics on level of activity, time in each room
- Saves resources with over-the-air management
- No fixed investment required - SaaS service
- Maximizes device uptime with clear battery warning, alarm and charging notifications

Navigil Ltd.

Klovinpellontie 1-3, Tower 2 02180 Espoo
Finland