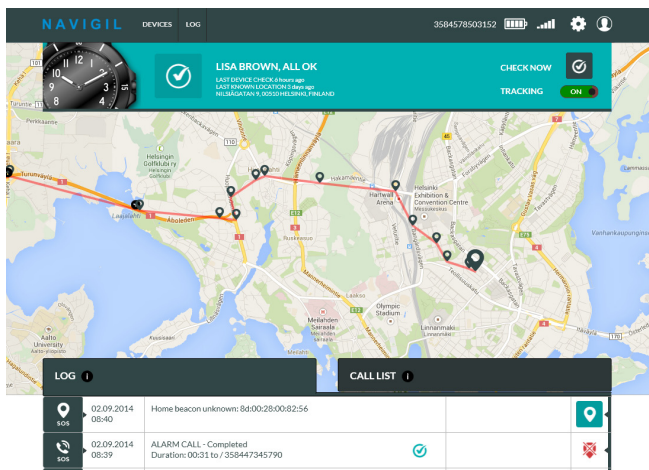




Rafael service: reach, locate and manage

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

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

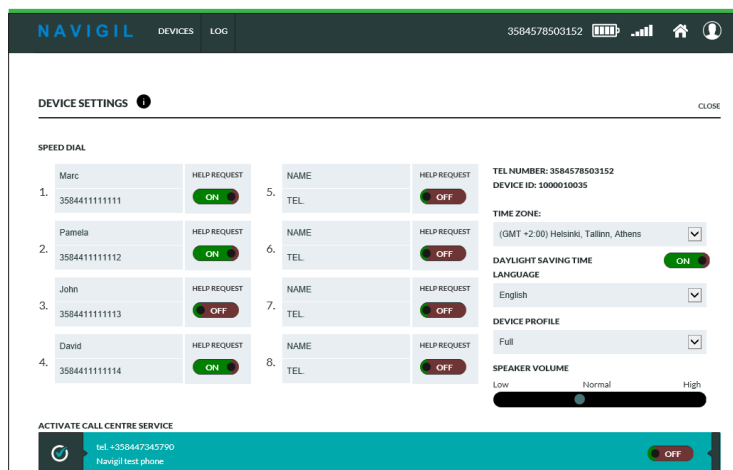
Navigil Rafael service enables caregivers to easily manage over-the-air the device settings such as speaker volume, device profile and home beacon locations. Speed dial phone numbers, are-you-well call settings and reachability service settings can be set in a matter of minutes using Navigil Rafael service's 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. .

Please turn to see reverse side!

| | | |
|-----------------------------|-------------------------|--|
| 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