

E-HEALTH AND SOCIAL CARE

Advanced remote assistance

HOW CAN TELEFÓNICA TECH HELP?

Advanced remote assistance for proactive and secure remote care at home

Our advanced remote assistance solution allows care to be extended to the home, facilitating remote, personalized, and continuous care for elderly or dependent people in their homes. The physical, emotional, security, and environmental status of the user is monitored in real time using connected devices and non-invasive sensors, triggering alerts in the event of any abnormal situation.

The technology combines IoT connectivity, advanced analytics, and intelligent algorithms to offer proactive and secure care, promoting independence among the elderly, reducing unwanted loneliness, and helping to relieve pressure on healthcare services. All of this is integrated into an interoperable and scalable environment that guarantees privacy, traceability, and coordination between professionals and caregivers.

WHO IS THIS SERVICE FOR?



Social services and regional councils seeking to strengthen home care and improve continuity of care.



Local councils and social services interested in offering technological solutions to improve the well-being of elderly and dependent people.



Nursing homes and healthcare providers that want to expand their care capacity through remote and proactive monitoring.

OUR VALUE PROPOSITION

Our service

Telefónica Tech offers a comprehensive advanced remote assistance solution based on IoT technology, smart sensors, and real-time data analytics. The system is deployed in the homes of elderly people without the need for invasive interventions, collecting information about their daily activities, routines, and physical environment. All this information is channeled into an interoperable platform that allows healthcare personnel, caregivers, or family members to receive alerts and make informed decisions in the event of any deviation from the usual pattern. The solution adapts to different user profiles and care contexts, from basic social telecare to more complex monitoring, easily scaling according to service needs. It also ensures regulatory compliance, data security, and a simple experience for the end user.

What does it allow you to do?

Telefónica Tech's advanced remote assistance transforms the home care model, promoting the independence and security of elderly and dependent people.

Detect changes in routines or behavior

Non-intrusive sensors identify changes that may indicate physical or emotional health problems.

Reacting quickly to risky situations

The system triggers automatic alerts in the event of falls, prolonged inactivity, or abnormal environmental conditions.

Improving social and healthcare coordination

It integrates information into a single platform accessible to professionals, caregivers, and family members, promoting collaborative care.

Benefits

Greater independence for seniors

Enables users to age at home securely and confidently, thanks to remote care tailored to their routines and actual needs.

Decongestion of the healthcare system

Resources are optimized and pressure on healthcare services is reduced by avoiding unnecessary hospitalizations and managing follow-up from home.

Proactive prevention and reduction of emergencies

Identifies early signs of deterioration or risks, activating preventive measures before hospital intervention is necessary.

Total, centralized data visibility

Consolidates all relevant user information on a single platform, securely accessible by authorized professionals.

Telefónica Tech's differential value



Our expertise in connectivity, IoT, and analytics allows us to offer a robust, scalable solution designed for seamless integration.



We focus on ease of use and end-user well-being, designing an experience that respects privacy and fosters trust.



We help build social and healthcare ecosystems where technology enhances human care through a collaborative approach.

BUSINESS MODEL

The solution consists of hardware elements, which may include a home hub, sensors, and accompanying devices, and are purchased at the start of the project. Depending on the solution required by the customer, Telefónica can integrate its hardware with third-party platforms or provide a platform under a licensing model to ensure that all the proactive care features described above are fulfilled.

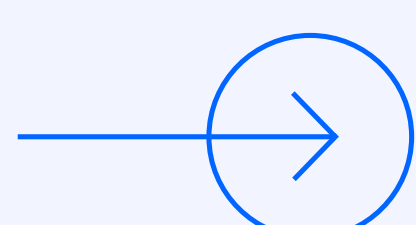
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OUR SOLUTIONS

Discover all our solutions

We believe in the transformative power of technology to improve processes, optimize resources and open new business opportunities.



Contact us to start the digital transformation of your organization.

