Careium Internal Newsletter

#2 – February

Hi, everyone!

February is coming to an end and I hope you all have had a really great month. If you're like me, you are now looking forward to spring.

In the February issue of our internal newsletter you will have the opportunity to meet one of our colleagues at CSI Service - Harold van Kuijk. He has been working there since 1999 (spoiler: Caretech was no stranger to him). You will also be able to read about the split of our core IT infrastructure and that we have been awarded the Cumbria County Concil's contract for the provision of Assistive Technology.

I hope you'll all have a wonderful March!

Until next time,
Moa Odegrim, Social Marketing Coordinator

Interview with a colleague

Harold van Kuijk



Harold with his family

My name is Harold van Kuijk and I work as a Service Engineer at CSI Service in the Netherlands. I'm 53 years old, married and have one daughter who is currently 10. My hobbies are playing billiards and hiking (mainly in the mountains of Austria during my vacations).

I have been working at CSI Service since Oct 1999. In the beginning, I mainly worked as a Service Technician, repairing and maintaining pagers. My speciality was sound

amplification, working with systems that are used for evacuating, for example, large buildings and stadiums. I have specialized in personal alarms for 8 years, so the brand Caretech was no stranger to me - I already regularly worked with this equipment.

In recent years, I've mainly been busy testing new products and preparing them for the technicians who install them for customers. If there are any issues, I also investigate the underlying problems and try to solve them for us and for our emergency centers.

At the moment I am busy preparing and testing the Eliza and Eliza S at alarm centers so that we can use them at customers.

WINNING CONTRACT AWARD

We are delighted to have been awarded Cumbria County Council's contract for the provision of Assistive Technology.

The full service contract serves 4,500 people across the county from assessments to sourcing equipment to installation and monitoring. We look forward to working with Cumbria on fulfilling its commitment to ensuring assistive technology meets the customers' assessed care and support and reablement needs in cost effective ways.

Video guides

We have now uploaded video installation guides for our products on Careium's website. They can be found on the same page as Technical Handbooks (need log in).

If you don't have access to Technical Handbooks,
you can also find the videos on Sharepoint (Marketing).



Eliza - Antenna selection

IT infrastructure

Two weeks ago we split our core IT infrastructure such as Active Directories, Office 365, Sharepoint, Teams and many other applications in order to separate Careium and Doro. The vast majority of the work was very successful, although some remaining issues are still being worked on. Soon there will be a final step in this project to move PC's from the old Doro domain onto the new Careium doman - when done, we will be fully separated from Doro.

I want to thank everyone for your patience and good spirit during and after the split! Also a special thanks to Mats Nilsson, and the whole IT team in UK, Sweden and Norway for your excellent work in this very complex project, - while still protecting and keeping our monitoring centres running without disruption of service.

Last but not least I want to congratulate Erik Lundbäck in our Supply team in Kalix, to his new-born baby girl on February 9.

Ulrik Nilsson, COO

Is there anything that you'd like to share in the next newsletter?
Please send an email to moa.odegrim@careium.com