

product overview

burnside product family
 product series

Software, systems and services
S500



product introduction

Our latest Web-based applications provide the ability to manage Burnside cellular devices with a comprehensive online solution.

Now you can track alarms, check device status, configure devices, update devices and analyse their usage, from any Web-enabled computer, anywhere. Used in conjunction with Burnside phones and terminals, these applications provide the backbone for complete device remote control and information management, enabling operational optimisation.

Burnside S500 Series applications are accessed via a standard Web-browser from a desktop computer, laptop, tablet or mobile. They can be provided as a licence-based solution for complete control, or as a flexible and scalable hosted service (SaaS). With this choice of options, users can decide how to mix model configurations depending on application requirements.

product use

With access from standard browsers, Burnside applications can be viewed by anyone from control centre administrators to mobile service operatives. And with a common database they can all see the same information at the same time.

A hierarchy of access rights means that the ability to read and write device data, update device firmware or access control centre information can be managed safely. With active alarms (e.g. device power loss, handset off-hook or external alarm) immediately visible on loading it makes priorities easily visible, with management views only a click or two away.

Underpinning these capabilities is the Burnside unique information interchange protocol. This leverages compact, effective control messaging to minimise running costs whilst maximising the information available.

All Burnside applications are designed, deployed and supported in the UK. That means that if you require custom capabilities, we can help. Just ask.

typical applications

Hospitals, nursing homes and residential care, as part of a comprehensive telecare system

Enterprise and site-wide phone networks, where rapid re-configuration of devices at shift changes, for example, is required

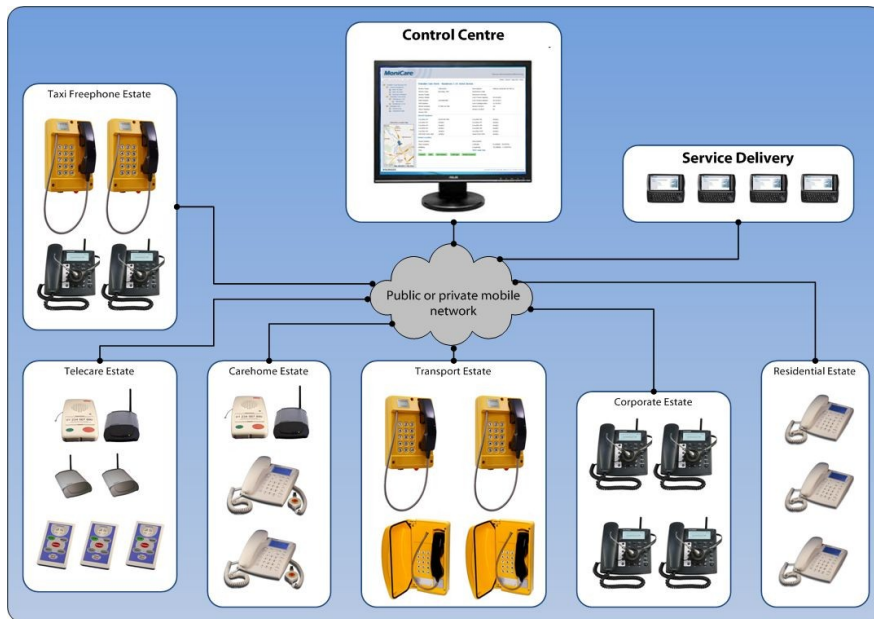
Organisations with a highly mobile workforce and dispersed customer service (e.g. airports, rail stations, taxi and private hire)

Where analysis of phone usage is needed to manage operations, such as stationing of security staff or positioning of equipment stores

Facilities management, where device maintenance requires remote firmware updates for devices not immediately accessible (e.g. lifts, car parks)

common product capabilities

S500 series applications are optimised for different industry sectors.



Enable Burnside applications with a perpetual licence, software-as-a-service (SaaS) or as a complete managed service.

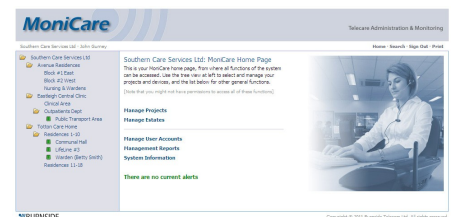
Applications are optimised for use with Burnside phones and terminals.

Contact Burnside for details of planned release date, development road map and product training courses.

capability comparison chart

Capability	S501	S502	S510
Web-based interface for online access by standard browsers	●	●	●
Rapid identification of critical alert information from remote devices	●	●	●
Ability to poll devices to read status and configuration information	●	●	●
Ability to manage access rights for varying levels of control	●	●	●
Ability to configure devices remotely (e.g. quick-dial numbers)	●	●	●
Limited communications with non-Burnside devices	●	●	●
Individual device management and reporting	●	●	●
Device estate management (device limit dependent on licence)	●	●	●
Forward alerts to specified mobile number or e-mail address	●	●	●
Interfaces to Microsoft® Outlook® via PC/LAN GSM gateway	○	○	○
Deliver over-the-air firmware updates*	○	○	○
Analyse and report on device usage from downloadable call history	○	○	○
Analyse estate usage by geography and device type	○	○	○
Access application from mobile devices		●	●
MoniCare™ single seat licence	●		
MoniCare™ site licence		●	
MoniCare™ on-demand (software as a service)			●

* Requires maintenance contract for licence purchase options



MoniCare™
 (telecare application)

- Standard
- Optional

E&OE. Specifications and options are subject to change without notice.

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