



EXTENDING THE TELE-ASSISTANCE MODEL: EXPERIENCES AND FUTURE DIRECTIONS

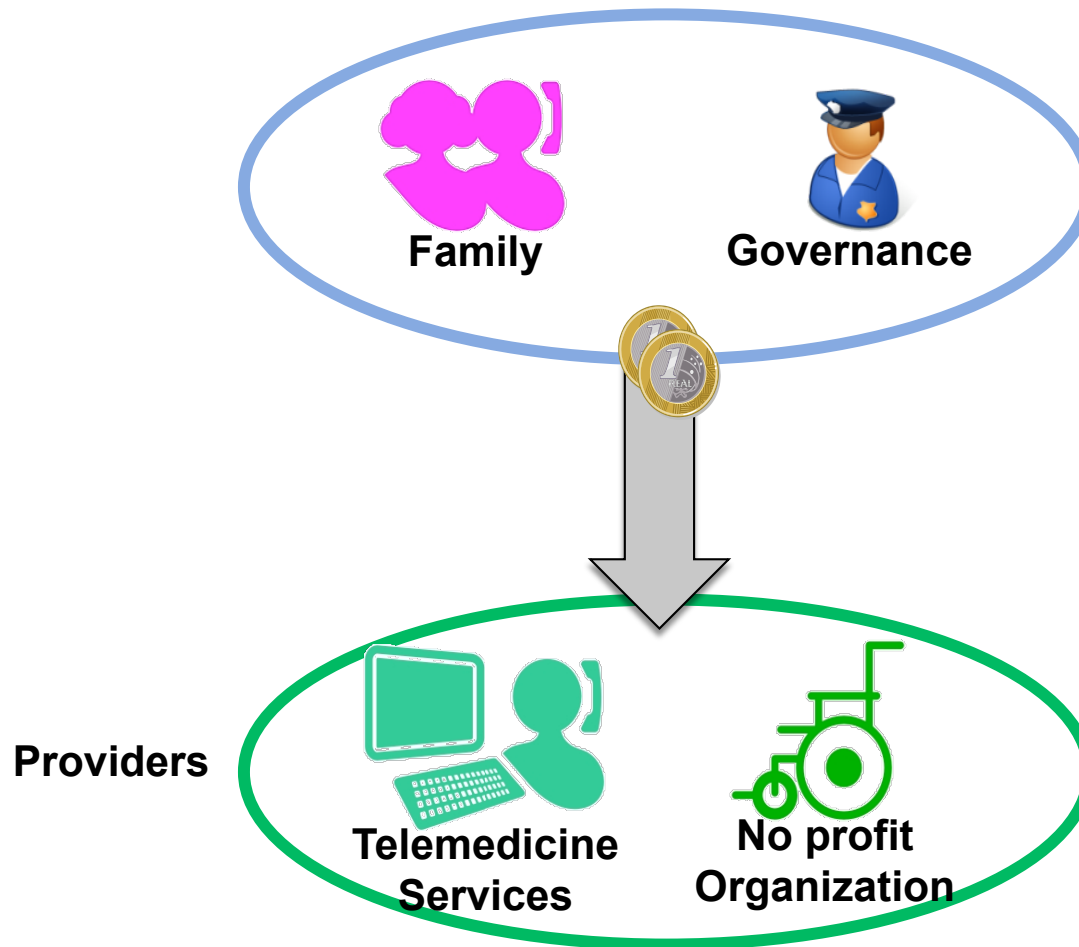
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TODAY: CUSTOMER FINANCED PUBLIC SERVICES



A TELE-ASSISTANCE EXPERIENCE

User

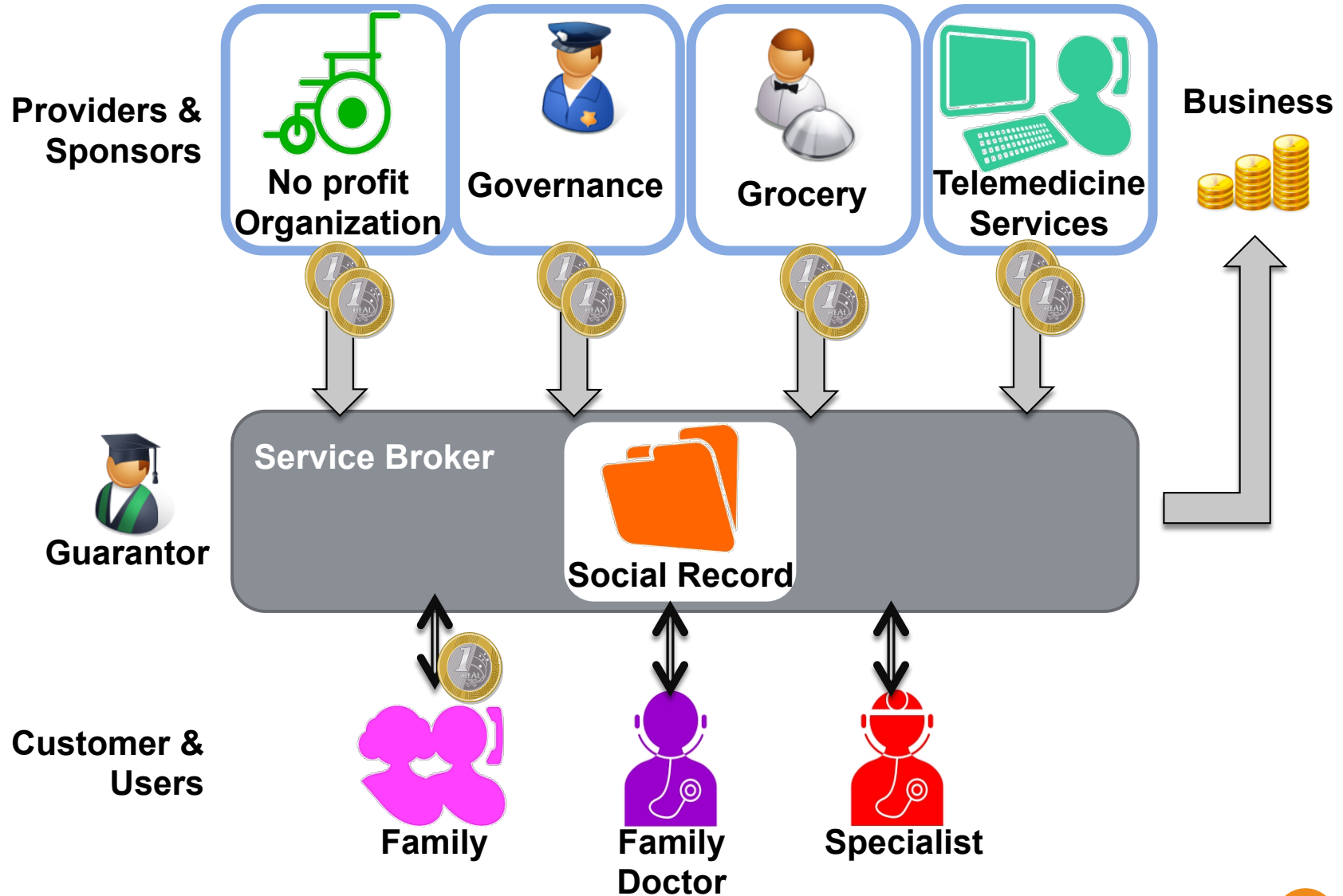
Simplicity	4
Enjoy	4
Usefulness	3
Acceptance	3

Contact Center Agent

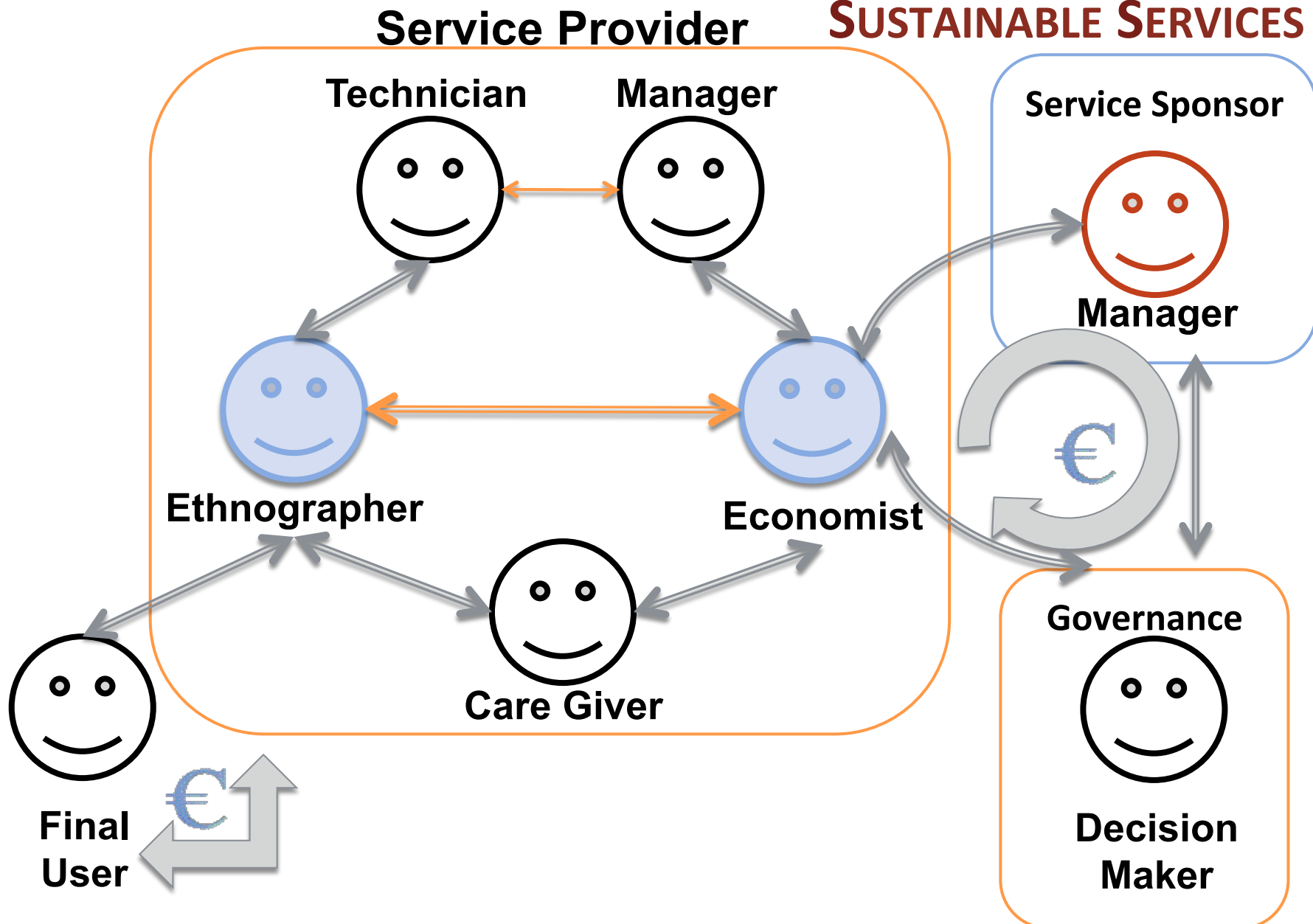
Simplicity	4
Enjoy	3
Usefulness	2
Acceptance	2

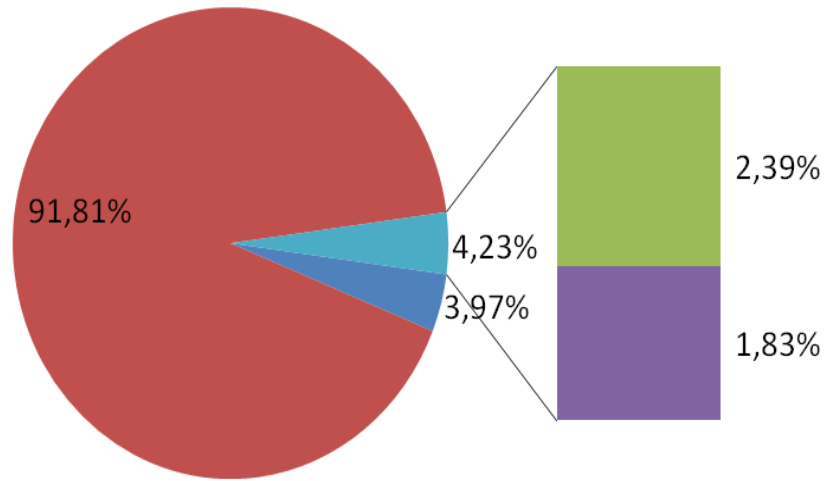
User involvement vs work overhead

THE VISION: PROVIDING FINANCED SERVICES



MULTIDISCIPLINARY TEAM FOR PERSONALIZED AND SUSTAINABLE SERVICES





- Rest-home services
- Domiciliary services
- Safety services
- Money management services

Fill the medical-social gap

Reach home in a more structured way

A RELEVANT MARKET

