

**Smarter Facilities. Safer Residents.  
Greater Confidence.**



# **Revolutionising Aged Care Facility Management and IoT integration.**

Trusted by leading Aged Care Providers





## About Us.

**RTM Cloud is a proudly Australian-owned and supported technology provider, delivering smarter, integrated facility management and critical messaging systems to aged care facilities across the nation.**

We understand the unique pressures facing the aged care sector, from compliance demands and workforce challenges to cybersecurity risks and operational complexities.

Our mission is simple: to give you full visibility, control, and peace of mind, so you can focus on delivering exceptional care.



# Real-Time Insight, Anywhere, Anytime.

RTM Cloud provides a powerful middleware IoT platform designed to give you real-time visibility, via an easy-to-read dashboard, into the health, status, and alarms of all connected systems within your facility, or group of facilities.

Powered by our Anywhere, Anytime Technology™, RTM Cloud can deliver essential data directly to your fingertips, whether you're on-site or remote.

At the heart of the platform are customisable dashboards that give you a complete overview of your facilities, from systems and devices to machines and people. This unified view provides operational clarity and supports faster, smarter decisions.

With the ability to generate detailed reports straight from your mobile device, or schedule automated reports to be sent to one or multiple team members via email. For mission-critical events, such as an unattended alarm, our systems ensure you're notified instantly, so your team can act fast and stay in control.

With our cloud-based solutions, your data is accessible anywhere, across all platforms, giving you confidence, flexibility, and control.

And when you need support, our team is on call 24/7, offering responsive remote assistance to keep your systems performing at their best.

## Our Services



Facility Management



24/7 Helpdesk Support



Advanced Reporting



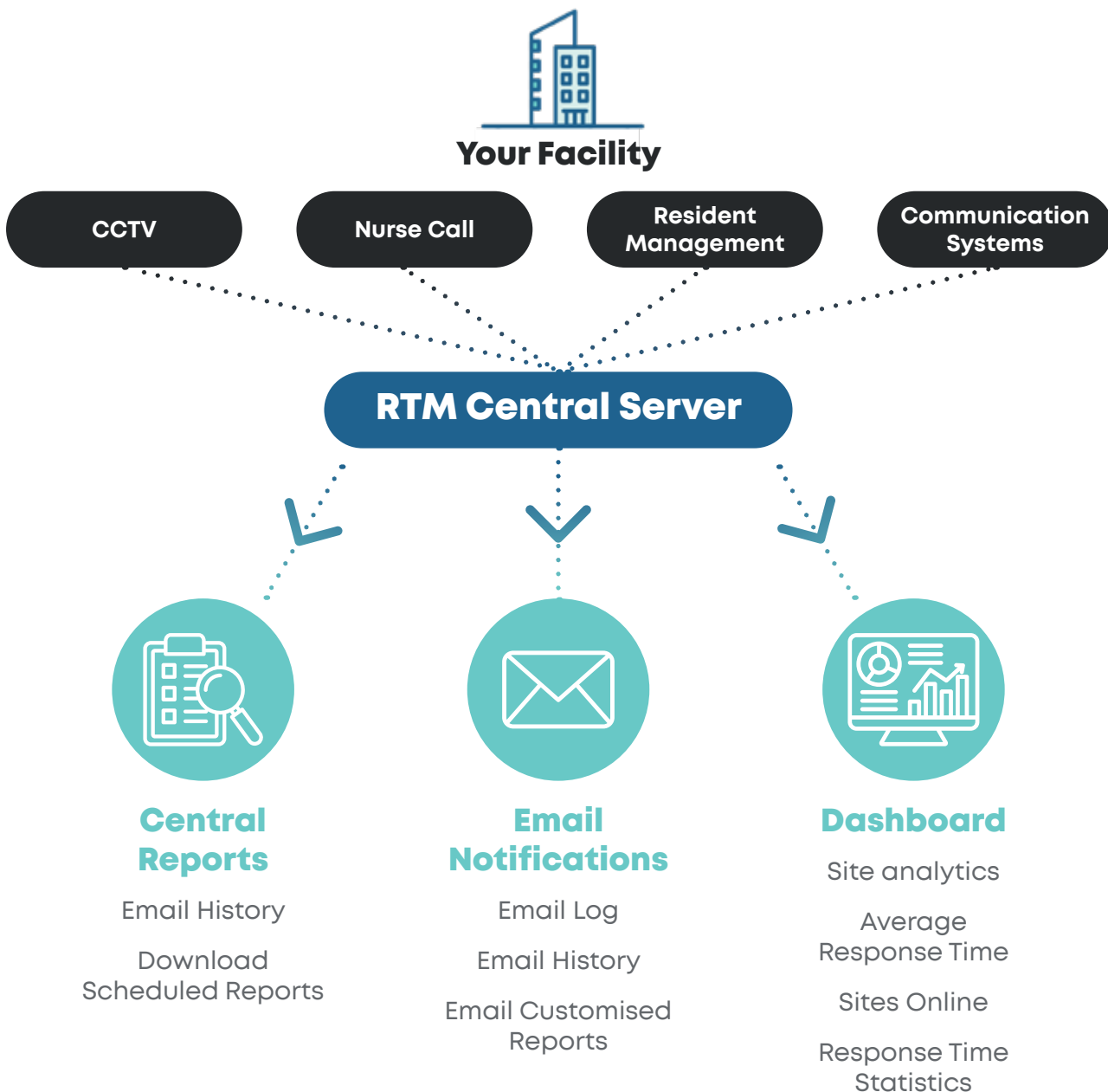
Advanced Data Management



IOT Servicing & Consulting



# How it works.



# One dashboard. Multiple systems. Total visibility.

The RTM IoT platform, often referred to as the 'Dashboard', integrates fragmented systems, like nurse call, duress alarms, access control, CCTV, building management, and IoT devices, into a single cloud-based dashboard.

This removes the need to manage multiple systems, and provides a unified view of site performance, critical alerts, and system health, saving time and money.

## Key Features for Aged Care Facilities

- ✔ **Real-time Monitoring:** Track essential systems such as Nurse Call, CCTV, Access Control, HVAC, Generators, and more, all from one easy-to-use dashboard.
- ✔ **Proactive Alerts:** Be notified instantly if a critical system is failing, showing signs of stress, or needs maintenance.
- ✔ **Improved Resident Safety:** Monitor environmental conditions (e.g. temperature, humidity, air quality) to maintain optimal living standards.
- ✔ **Energy Efficiency and Cost Savings:** Identify inefficiencies in real time to reduce running costs and extend asset life.
- ✔ **Scalable and Customisable:** Tailored to your facility's needs, monitor one site or multiple locations through a single pane of glass.
- ✔ **Data-Driven Insights:** Access valuable reporting and trend analysis to support proactive decision-making, maintenance planning, and regulatory compliance.
- ✔ **24/7 Access:** Cloud-based accessibility ensures facility managers, IT teams, and executives can monitor site health anytime, anywhere.



# Additional Services.

## RTM Messaging

- **Nurse call & emergency alerts** Urgent messages like patient requests or emergency codes are instantly delivered and acknowledged by the right staff.
- **Proactive notifications** Automated alerts notify staff of critical issues like falls or equipment failures for prompt action.
- **System integration** Connects with RTLS, clinical tools, and security systems for seamless communication.
- **Privacy & compliance** Messages are encrypted and securely stored to meet data protection standards.



## RTM Nurse Call Equipment

- Ideal for handling increases in data transfers.
- Standalone nurse call system and self-reporting capabilities.
- Real-time reporting.
- A scalable solution that integrates with other IP-based systems.
- Remotely upgrade firmware.
- Caters for RTLS hardware.



## RTM Resident App

- **Easy Communication** Enables residents to quickly send non-urgent requests or messages to staff.
- **Real-Time Updates** Residents receive timely updates on request progress and important facility information.
- **User-Friendly Design** Simple interface designed for ease of use by residents of all abilities.
- **Improved Resident Experience** Enhances independence and satisfaction through accessible digital engagement.



## Staff Training Programs

- Training covers essential accessories and software with clear written and visual instructions.
- User-friendly and easy to understand, making it accessible for all staff.
- Designed to improve performance, confidence, and results across your team.



## NX Witness Integration and Monitoring

- **Customisable dashboards** Tailor your video management interface to prioritise critical data and events.
- **Real-time notifications** Stay informed with instant alerts on unauthorised access, unusual activity, or equipment failures.
- **IoT connectivity** Integrate video feeds with IoT devices for enhanced situational awareness and operational control.



## RTM Distributed Antenna

- **IoT device support** Enables reliable connectivity for smart systems, such as HVAC controls, surveillance cameras, and energy-saving technologies.
- **Flexible scalability** Designed to grow with your organisation, RTM DAS adapts to increasing demands, ensuring long-term value and operational excellence.
- **Real-time monitoring** Provides instant insights into connectivity status, ensuring proactive management and quick resolutions to any issues.



# Aged Care Facility Challenges.

## Your concerns are our priority

We are more than a technology provider - we are a trusted partner in your journey toward safer, smarter aged care. Our solutions are designed specifically for the aged care environment, meeting the operational, regulatory, and financial realities you face every day.



### Regulatory Burden & Compliance Pressures

RTM Cloud provide automated compliance reporting and real-time incident tracking. Audit-ready data is at your fingertips reducing time and costs for compliance reporting.



### Facility Risk Management and Reputation Protection

Our solution provides early detection of system faults, preventing costly downtime or service interruptions. One single incident can damage a facilities reputation, impacting resident intake and stakeholder confidence.



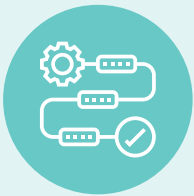
### Financial Sustainability

We provide cost-effective solutions designed to integrate with existing infrastructure, not replace it. This means aged care providers can modernise without needing a full overhaul. Streamlining all monitoring and reporting into one dashboard reduces overheads.



### Simple Systems to Address Low Staff Tech Confidence

Our simple, intuitive platforms requires minimal staff training, ensuring smooth adoption and use. By incorporating our Staff Training programs via an easy-to-use app, we can make this even easier.



### **Alleviate Workforce Shortages**

RTM provides systems that reduce manual administration and streamline communication, allowing staff to spend less time on paperwork and more time delivering direct care - helping meet and exceed care minute targets.



### **Reduce Cybersecurity Threats**

Built-in security from the ground up, with secure system architecture protecting sensitive health and facility data.



### **Making Vendor Management Easy**

Managing multiple tech vendors (nurse call, security, resident management, communication systems) across different facility sites - in one easy-to-read dashboard. With only one dashboard to monitor, operational costs and time are reduced.



### **24/7 Monitoring and Support**

Prevent disastrous after-hour failures with a support team that monitors your facility dashboard 24/7. In the event of an issue our support team will contact you or your nominated vendor immediately.

# Case Study.



## Opal Healthcare

### The Problem

Spending \$270,000 annually on Nurse Call Audits.  
Nurse Call Auditing - Annually costs about \$3,000 per site.

With operational costs increasing RTM Cloud was engaged to review their current nurse call technology and offer solutions where they could use IoT technology for their legacy and future systems, leveraging time between nurse call audits and costs associated with these audits.

**Cost Analysis:** Prior to implementing the RTM IoT platform, often referred to as the Dashboard, the facility hired an external contractor to perform annual audits at a cost of \$3,000/site/year. With our solution, the facility's maintenance officer conducts audits every 90 days, resulting in more frequent and reliable testing.

### The Solution

**Smarter Aged Care Dashboard.**

**Cost savings:** The facility saved \$3,000 annually by transitioning from an external contractor to the maintenance officer being able to use the IoT platform to conduct their own audits. Company saving over 90 sites of \$270,000.

**Increased reliability:** By conducting audits every 90 days instead of annually, the facility ensured that system issues were identified and resolved quickly. This proactive approach led to a reduction in system downtime and provided assurance to residents and care teams alike.

**User Confidence:** Improved user confidence from care team by maintenance officer taking ownership.

**Enhanced communication:** The system's advanced features facilitated better communication and more trust in systems for care teams. Increasing a higher level of care and possibly less incidents where the care team became complacent with faulty systems.



# Case Study.



## LifeBlood

### The Problem

LifeBlood, as the cornerstone of Australia's blood donation infrastructure, required an advanced ecosystem to be tailored to elevate security and patient care standards within its centres nationwide.

### The Solution

**We work with what you already have.**

RTM Cloud provided an innovative solution which harmonised three critical elements - nurse call systems, closed-circuit television (CCTV), and access control mechanisms - to fortify safety protocols and enhance the donor experience.

Central to LifeBlood's enhanced ecosystem is the nurse call system, serving as a vital communication lifeline between donors and medical personnel. Seamlessly integrated within the facility, this intuitive system enables swift response times and facilitates efficient coordination, ensuring donors receive prompt assistance and caregivers can address emergent situations with precision and care.

In tandem with the nurse call system, we implemented CCTV technology that provides comprehensive surveillance coverage across LifeBlood centres. Through strategically positioned cameras, this surveillance network offers continuous monitoring, deterring potential security threats and bolstering overall safety measures to safeguard the integrity of the blood supply and maintain a secure environment for donors and staff alike.

Moreover, the advanced ecosystem incorporates access control measures to regulate entry points and safeguard sensitive areas within LifeBlood centers. By implementing robust authentication methods, such as biometric recognition and access cards, our solutions empower LifeBlood to maintain strict control over facility access, safeguarding donor information and upholding confidentiality standards.

In essence, LifeBlood's collaboration with RTM Cloud marks a significant leap forward in redefining security and patient care standards within blood donation centers. By harnessing the synergies of nurse call, CCTV, and access control systems, this innovative partnership ensures that LifeBlood continues to uphold its mission of saving lives through the generosity of blood donors, while prioritizing the safety and well-being of all stakeholders involved.

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## Contact Us.

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Service Provider and  
Contract Management



IoT Software  
Development