



CASE STUDY

Nikrans' signal boosters:  
**empowering users with safety  
at the push of a button**

**A health tech organization that distributes personal emergency care alarms relied on the Nikrans team to ensure that their devices deliver continuous and life-saving support for elderly users and people with disabilities.**

Discover how Nikrans helped its new client refine 4G and 5G connections for their emergency alert systems, giving seniors and individuals with impairments all-around safety and their families peace of mind.

## Taking Care

Personal Alarms

*Our client is Taking Care Personal Alarms Limited, a large provider of private emergency alert alarms in the UK. Their solutions are designed for elderly people and individuals with disabilities who can quickly summon assistance in case an accident or health condition occurs. The key features of the client's systems are:*

- **One-button operation and ease of use** that help senior users instantly connect with emergency services or their relatives.
- **Portability and mobility**, which means the elderly can wear their alarms around the neck, on the wrist, or carry them in a pocket — no matter the place.
- **Automatic alerts** in some of their models can automatically notify relatives in case an elderly person falls or loses consciousness.
- **App control** in their devices allows for connecting to mobile apps for better monitoring and management.
- **Durability** indicates a longer battery life and resistance to diverse environmental factors.
- **Monitoring** in several models triggers location tracking and personal health oversight.
- **Multi-SIM connectivity** enables devices to work across multiple mobile networks.



## Problem

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Although the client's alarms are essential tools to ensure the safety and well-being of elderly and disabled people, they are susceptible to a variety of network vulnerabilities. Taking Care Personal Alarms Limited realized they had faced a similar challenge when the **multi-SIM connectivity features in their systems started to degrade** because of insufficient mobile signal strength in some regions of the UK.

The consequence of this were the following issues:

- Unstable mobile connections in rural and low-coverage regions that caused frequent signal drops.
- Delayed emergency alerts, which increased response times in critical situations.
- Inconsistent multi-SIM performance, resulting in devices failing to switch between available networks.
- Coverage gaps inside homes with thick walls.
- An increasing number of complaints from users and their families across the entire country.

As a result, this persistent issue affected the business of the client, resulting in the loss of customer trust, sales, and revenue. To resolve the problem and save their business from bankruptcy, the client turned to Nikrans — a reputable expert in network solutions, renowned across the country.

The Emergency Resolution Operator at Taking Care Personal Alarms Limited, Hanna Wilson, shared her insights about the challenge:

*“When we started to receive multiple reports of unstable connections and delayed alerts in Cornwall and Wales, it was truly concerning for the business. If a signal drops unexpectedly, it puts somebody's life at risk. We took on the responsibility to help our elderly people and vulnerable individuals live independently, and at that moment, their lives were at stake. We knew we had to act fast and find a responsible partner to address this barrier quickly. Nikrans and their boosters are on everyone's lips in the UK, so we contacted their manager immediately after numerous calls, messages, and emails of poor connections flooded in.”*

## Solution

After the client's procurement department got in touch with us, our team started to analyze their network requirements and assess existing coverage gaps. Based on the end results, we recommended a combination of two booster models: the **Nikrans NS-300-Multi** for less problematic regions and **Nikrans NG-300-Flex+5G** for areas where advanced 5G networks were required.

To cover regions with poor mobile connectivity, such as rural Wales, Cornwall, and other hard-to-reach areas, we suggested deploying 5-8 solutions per region. In addition, we supported the client's team throughout installation by providing technical guidance online. In less than two weeks, stable and continuous signals were established across all designated areas, ensuring every senior and disabled user with the emergency alert alarm from Taking Care Personal Alarms Limited could **receive immediate assistance without delays**, and their families were reassured knowing their loved ones were safe and sound.

## Nikrans NS-300-Multi

Coverage: 300 m<sup>2</sup>

Up-link freq: 832-862, 880-915, 1710-1785, 1920-1980, 2500-2570 MHz

Down-link freq: 791-821, 925-960, 1805-1880, 2110-2170, 2620-2690 MHz

Up-link Gain: 60 dB

Down-link Gain: 60 dB

Power Output: 15 dBm

Working t °C: -25/+55°C

Humidity: 5-85%

IP-Code: IP40

Size: 175×131×33 mm

Booster Weight: 0.7 kg

Power supply: Input AC90-264V, output 9V/3A

Energy Consumption: 0.009 kW/h

Model Year: 2023



## Result

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Close collaboration with Nikrans brought immediate and measurable benefits to Taking Care Personal Alarms and their users, including:

- **Reliable emergency responses** even in low-signal areas with no network latency or delays.
- **Expanded coverage** across all designated areas, with signal strength reliability soaring by 79%.
- **Increased operational efficiency**, with an 85% reduction in connectivity-related complaints from users and their families.
- **Potential for future growth**, fueled by multi-SIM technology and the Nikrans NG-300-Flex+5G.
- **Satisfied seniors** whose trust in the vendor went up by 66%.
- **Peace of mind for families** who can monitor their elderly relatives 24/7/365 and reduce anxiety for their loved ones.
- **Sales and revenue increased by 15%** due to restored device reliability and customer trust.

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↑ **15%**

The Nikrans' representative, Julia Dav, comments on the collaboration with the new client:

*"We were impressed by the mission of Taking Care Personal Alarms and dove into the project without a slight hesitation. Working with them required a high level of accountability and commitment, but it was never a problem for us — our reputation in enhancing network solutions speaks louder than any words. We're incredibly proud that our boosters are much more than devices for stable signals; every day, they help old people and people with disabilities stay safe, healthy, and independent."*

# Nikrans' connectivity solutions: only the best for your business and customers

With over ten years of experience in the signal amplification industry, Nikrans truly understands your unique needs and technical requirements. We deliver flexible and reliable systems tailored to your business specifics and operational goals.

Are you currently facing challenges similar to those of Taking Care Personal Alarms Limited? Just know that we'll be glad to find the right boosters to support you in helping others.

Discover a diverse set of our next-gen amplifiers that not only improve connectivity and assist in emergencies but also position your business towards satisfied users and a stronger bottom line.

Multi band boosters allow amplifying signals in 2-3-4-5-6 frequency ranges at a time, making it possible to improve GSM+4G, 4G+5G+GSM or other combination of bands.

Total Products Available: **95**

Working Frequencies: **800, 900, 1800, 2100, 2600 MHz**

Available Coverages: **Vehicle/Marine, 300, 500, 800, 1000, 1200, 2000, 3000 m<sup>2</sup>**

-  Partners in 12 countries
-  4 partner factories
-  Warehouses in EU and UK
-  Languages spoken:  
English, Italian, Spanish, French, Polish, German
-  Local presence:  
Hong Kong, Cyprus, Poland, Gibraltar

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