

 @AgeingFit #AgeingFit2020



*Filien*  
La téléassistance ADMR

 @FilienADMR



28<sup>th</sup> & 29<sup>th</sup>  
JANUARY  
2020

NICE,  
France

4th edition



# FILEN : KEY FIGURES



**30+ YEAR**  
experience



**650,000**  
telecare alarms  
handled each year



**200,000+**  
customers helped  
in business history



# FIEN : OUR CUSTOMER VALUE



## Personalised assistance

Backed with attentive and empathic listening, our assistance provides social link continuity, well-being and safety.



## Service Quality

Rewarded Service Quality  
99% customer satisfaction  
& NF Service certified.



## Customised solutions

Our continuous innovation process focussed on service design and improvement fits the diversity of every customer needs (life situation, environment, etc.)



# FILIEN : HUMAN-CENTERED INNOVATION

**Adapted Home**  
360-degree  
comfort and  
convenience for  
inhabitants and  
caregivers

**New technology  
integration**  
(home automation,  
smartphones...)

**Trials  
in progress**



# AgeingFit

Accelerating innovation for the senior care market

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