

Interchange Personnel Alarm: Protecting the Lone Worker

Why do you need Personnel Alarm?

New Corporate manslaughter offences came into force from 6 April 2008, increasing the duty of care for employers of remote and mobile workers and making breach of duty a potential criminal offence.

Increasingly, workers are leaving the office and spending more time travelling, or at customer premises. This newly mobile workforce can enjoy improved productivity, and personal freedom, but did you know that you now have increased responsibility for ensuring they're safe when out of the office with possibility of unlimited fines if you don't?

Providing lone or remote workers with a mechanism to raise an alarm, whether in a planned and controlled manner or in "panic alarm" mode, can be a key requirement for complying with Health and Safety, Duty of Care and Corporate Manslaughter legislation.

Whilst an audible pocket alarm system may distract attackers, the alarm itself only has a small zone of efficacy. Often what's needed is an alarm that tells your colleagues and/or support staff when employees are under attack, or may be incapacitated so appropriate procedures can be set in action to assist.

This new BlackBerry utility from Interchange Group means not only can an attacker be made aware that an alarm has been activated (if required) but, perhaps more importantly, so are colleagues or a remote support monitoring unit that can offer or organise assistance.

With both a "click to trigger" instant alarm facility and a deferred "fire and forget" option which is set in advance to issue GPS located email alerts if not cancelled within a nominated period, in the same application, this really is an alarm solution that any remote or mobile worker will find useful.

Together these alarm modes present a complete set of options to reassure remote workers, and help to protect vulnerable staff, sending emails reporting your position, SMS messages, and opening a telephone line to a response desk automatically if needed.



How does it work?

The system holds a set of email addresses and the telephone numbers to be contacted in the event of an alarm.

Just preset an alarm time before entering a potentially "at risk" situation and an alarm will be triggered automatically; unless cancelled with a secret PIN code within the specified time. To avoid false alarms, a pre-alarm alert system can be set to give reminders.

A range of alert / alarm options are available including:

- ▶ Automatic email push to nominated colleagues with a pre-defined message (or SMS if preferred)
- ▶ For devices with GPS support, automated GPS location updates and hyperlinks to external mapping systems are embedded in alert emails (where a position lock has been ascertained) to track the location of the device
- ▶ Automatic dial of a nominated emergency helpdesk number, opening a one-way audio channel where the user is incapacitated or in high-pressure situations
- ▶ Panic button / SOS speed-dialling functionality and duress alerts where the alarm is cancelled under duress
- ▶ Audible or visible device alarms to act as a reminder

This flexible mixture of alert options uses the power of the latest BlackBerry devices to provide appropriate information to response agents as possible, improving the speed, and quality, of the support response whilst still protecting personal details.

Who can benefit from Personnel Alarm?

This easy to use, but deceptively capable, alarm system is useful in a number of lone worker situations including:

- ▶ Property Inspection
- ▶ Environmental Health
- ▶ Mobile Medical Staff & Locums
- ▶ Emergency Services
- ▶ Social Services and Community Workers
- ▶ Lone Office Workers
- ▶ Security Staff
- ▶ Parking Attendants / Traffic Wardens
- ▶ Payment Collectors
- ▶ Rural / Agricultural Workers



For more information:

You can find out more details about Interchange Remote & Mobile Working products and services and how an Interchange developed solution can help your business become more agile by visiting our website at www.interchange.com Talk to us direct on +44 (0)333 555 5716 or email us at info@interchange.com

Interchange Group Services and Product Portfolio

Remote and Mobile Worker Solutions

- Converged Voice and Mobile Data solutions:
 - Sales / Field Worker Mobility
 - Mobilisation of Existing Applications
 - Systems Integration
- Solution Evaluation & Selection
 - Standard Applications
 - Mobile / Wireless Device Selection including portable Bluetooth scanners and printers
 - Digital Pen & Handwriting Recognition Solutions such as Paper IQ
- Installation, Implementation and Configuration
- Device and Infrastructure Selection and Supply

Mobile Data Applications

- Business Continuity
- Employee Communications
- Electronic Notebook
- Personnel Alarm
- Police & Uniformed Services
- Email2Calendar
- Mobile Timesheet Recording
- Field Engineering
- Mobile Worker
- Custom Application Design & Development

BlackBerry™ Services

- Sourcing, testing, installation, and support of 3rd party applications and products e.g.:
 - Flowfinity Mobile Data Collection
 - BoxTone User Administration
 - GroupWise for Blackberry Integration
 - Rove Remote System Administration
 - Mobile email and PIM
- Bes Installation and Configuration
- High Availability Solutions and Services
- Mobile Applications development for BlackBerry, Android and Windows Mobile

Infrastructure Solutions

- IP and Telecoms Network Infrastructure Design and Commissioning (VoIP)
- Voice Network Installation and Configuration
- Virtual Private Network (VPN) installation
- Firewall implementation
- Business Systems Remote Access
- Connectivity Advice
- Hardware Selection / Provisioning
- Wireless Networking (WiFi)
- Installation and Configuration

Corporate Solutions

- Hosted & Enterprise Customer Service and CRM
- Helpdesk
- Corporate Information, Content Management, and Collaboration
- Staff and Customer Self Service Portals
- High Availability Solutions
- Implementation Consultancy

Technical Consultancy

- IP and Telecoms Network Infrastructure
- Requirements Analysis and Needs Audits
- Hardware selection / provisioning
- Data and Network Security
- Ongoing Support
- System Implementation
- User Training

Business Consulting

- Strategy Consulting
- Business Process Improvement
- Needs, Requirements and Benefits Analysis
- Benefits Driven Change Management
- Project Management

Network Infrastructure

- Network Strategy and Design
- Network monitoring & optimisation
- Cabling and Installation
- Network performance optimisation

Security

- Data, VoIP and Network Security
- SSL Implementation
- VPN Security Installation, Configuration and Management
- Firewall Implementation

Managed Services and Outsourcing

- Outsourced Helpdesk / Call Centres
- Hardware and Applications Hosting
- Website / Portal Hosting
- Third Party Software Support
- Hardware Repair & Warranty Services
- End-to-End Warranty Management
- On-site Technical Support
- IT Administration
- Contingency Planning and Recovery
- Asset Recovery and WEEE Compliance
- Remote or on-site system management and support
- Repair of mobile phones and PDAs.
- Field Engineering and Technical Services
- IT and BES Administration
- Contingency Planning and Recovery
- High Availability BES implementation



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