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Case Study:

ENHANCING EMERGENCY SERVICES WITH TASSTA TECHNOLOGY



Industry: Emergency Services
Client: Security and Safety Services
Region: Germany

Confidential: The case study is based on Securitas, Deutschland

SITUATION

A leading security and safety service provider in Germany, responsible for monitoring and safeguarding public spaces and diverse workplaces, sought an advanced communication solution to enhance the safety of its field staff. With employees frequently working in isolated or high-risk environments, it was critical to adopt a solution that would offer robust lone worker protection, seamless communication, and rapid emergency response capabilities.

The client needed a communication system that would allow its command and control center to quickly assess and respond to emergencies, providing real-time information to dispatch teams effectively and ensuring the safety of individuals in the field.

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CHALLENGES

Isolated Workers:

Field personnel often worked alone in remote or hazardous environments, increasing the need for reliable and efficient lone worker protection.

Emergency Response:

In the event of an emergency, the command center required real-time visibility of incidents to ensure the appropriate teams were dispatched to the right location quickly

Secure and Efficient Communication:

The organization needed a system that allowed for mission-critical Push-to-Talk (PTT) communication and real-time monitoring across multiple locations.

TASSTA SOLUTION

To meet these challenges, the organization implemented TASSTA's T.Flex and T.Lion solutions, providing a powerful communication and safety system for their emergency services. The key benefits included:

1. Mission-Critical Push-to-Talk (PTT):

TASSTA's T.Flex solution enabled secure and efficient Push-to-Talk communication, allowing field personnel to stay connected with the command center at all times. The PTT functionality ensured that teams could instantly relay critical information during emergencies or routine operations.

2. Lone Worker Protection:

TASSTA's certified Lone Worker Protection (LWP) system provided a vital safety net for isolated workers. Employees could initiate emergency alerts with the push of a button, sending critical information—such as their location and status—directly to the command center. The "Man Down" feature also automatically triggered an alert if an employee was incapacitated, ensuring immediate attention.

3. Real-Time Emergency Alerts:

The command and control center was equipped with TASSTA's T.Rodon client, which managed all communication and geolocation data. When an emergency was triggered, the system displayed the alert, pinpointing the individual's exact location. The command center could then activate nearby cameras and audio channels to gain a comprehensive view of the situation and deploy the appropriate response teams.

4. Comprehensive Monitoring and Control:

The T.Lion server provided centralized control over all communication channels, call recordings, geolocation tracking, and Lone Worker Protection. This ensured that the command center could monitor personnel in real-time and maintain detailed logs of all communications and incidents.

CONCLUSION

TASSTA's innovative communication and safety technology has provided a comprehensive solution for emergency service providers. By enhancing real-time communication, improving lone worker protection, and enabling rapid emergency responses, TASSTA has ensured that the client can offer unparalleled safety and efficiency in the field, empowering their teams to respond to any situation with confidence.