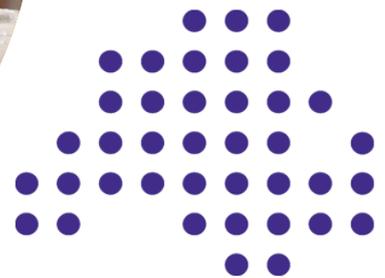




CASE STUDY

Notting Hill Genesis (NHG)

Notting Hill Genesis (NHG), formerly Notting Hill Housing, is one of London's leading housing associations.



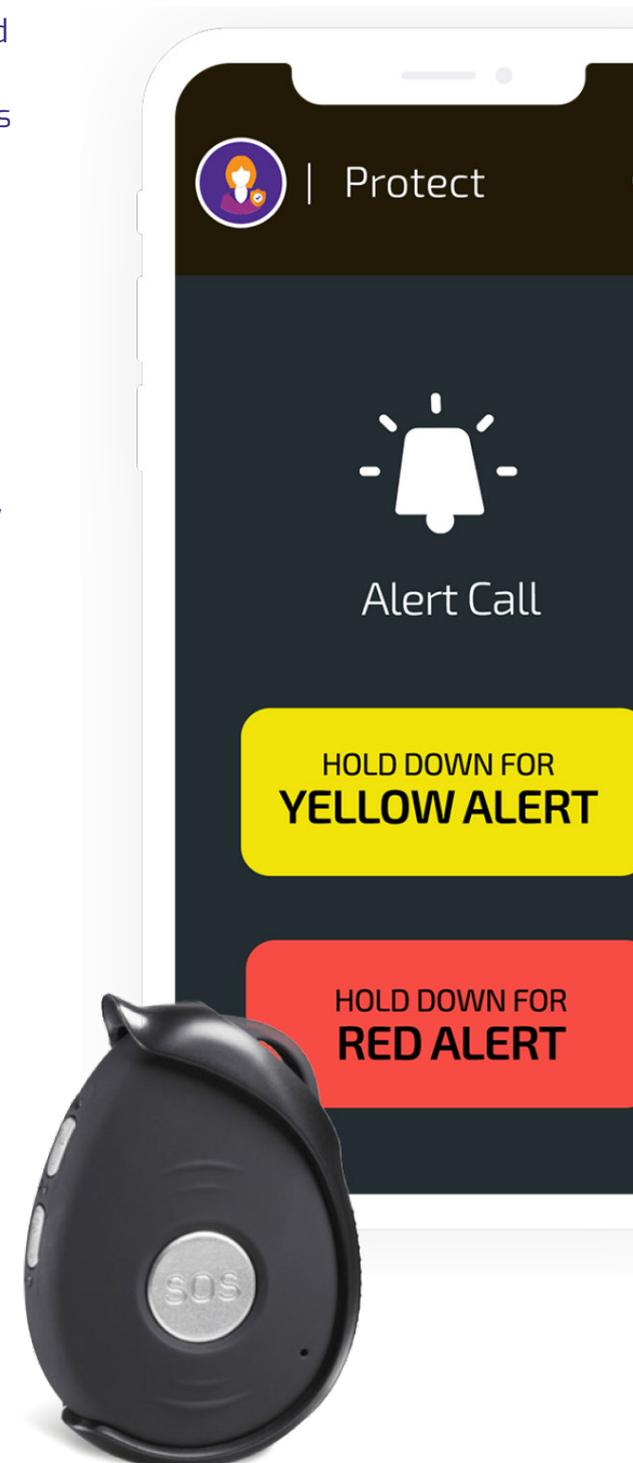
SOS Fob protects lone workers across multiple departments

As part of a review of personal safety arrangements and control measures, staff members and union officials participated in a trial of lone worker devices from various providers, and Totalmobile's Protect SOS Fob was the preferred option. In particular, staff members were attracted to the emergency and virtual buddy features. Notting Hill Genesis has deployed 400 SOS Fobs, which are now actively used across its lone working teams.

Red Alert, Yellow Alert, Safe Check, Worker Down, Group Alert and Safe Beacon. Designed to work seamlessly across all handsets, the app is available for Android, Apple and Windows smartphones (as well as BlackBerry handsets, standard mobiles and PCs).

“Protect from Totalmobile was able to set up 400 of our staff with devices at short notice. They have always acted promptly and professionally, with great customer service.”

Steven Salmon, Notting Hill Genesis



Protecting staff across multiple departments

Notting Hill Genesis (NHG), formerly Notting Hill Housing, is one of London's leading housing associations, owning and managing more than 32,000 properties across the capital. The social enterprise and registered charity was formed in 1963. Their aim is simple: to provide good quality homes for those who could not otherwise afford them. They work in many different areas, from buying land and building new homes, through to long-term management of thriving communities. The company has chosen Protect from Totalmobile to deploy Protect on the SOS Fob device to protect its lone workers.



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NHG takes the safety of all its workers seriously and has recently ran its annual Personal Safety Week, which included a number of different sessions. Totalmobile participated in the event in addition to Met Police representation and advice provision.

Protecting staff across multiple departments

Notting Hill Genesis has around 1,000 employees, of which 400 are designated as lone workers. This might seem like a high proportion of the total. However, these lone workers are spread across a variety of different job functions within the housing team. Some roles are chiefly customer-facing, such as housing officers and property management officers. There are also surveyors and technical staff, who are often on unoccupied or working sites. And the group also employs estate services staff such as caretakers, who frequently work alone.



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Totalmobile

Totalmobile is market leader in field service and mobile workforce management technology, helping organisations deliver more service, of the highest quality and at reduced cost.

Our SaaS based software provides a range of innovative products that deliver a step change in field service performance, mobile worker empowerment and management control.

This unlocks transformative cost savings, capacity gains, productivity improvements and empowers allows mobile workers to focus on consistently delivering the best service.

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