



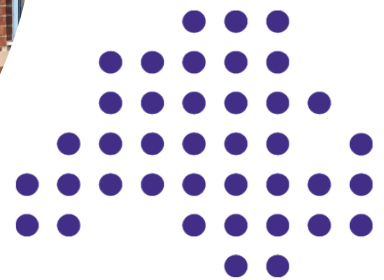
Totalmobile

L&Q

## CASE STUDY

# L & Q

L&Q deployed Totalmobile's Protect solution, a lone worker protection capability that provides staff with the ability to raise alarms and highlight risks, while offering quicker access to emergency support should it be required.



## Overview

L&Q believe passionately that people's health, security and happiness depend on where they live. Their vision is that everyone deserves a quality home that provides them with the opportunity to live a better life. This echoes their purpose to provide homes and neighbourhoods everyone can be proud of. They do this by delivering safe, high-quality homes, services and support for all residents.

## The Solution

At the core of all service delivery is ensuring the safety and wellbeing of all staff, particularly those that travel around the local community delivering important services to tenants.

To achieve this, L&Q deployed Totalmobile's Protect solution, a lone worker protection capability that provides staff with the ability to raise alarms and highlight risks, while offering quicker access to emergency support should it be required. This service also took away the administration of any new starter or leaver entries in the company as well as the issuing of fobs and getting employees set up on the system.

After a review of individual safety arrangements, the organisation trialled lone worker devices from several providers before confirming Protect from Totalmobile as their preferred SOS Fob provider. The fully managed service offered by Protect was a key benefit that was identified by both staff and board members. This feature enabled L&Q to have personalised, bespoke dashboards and reports tailored to suit their business needs with daily, weekly & monthly updates as required.



# Outcomes

The Protect solution from Totalmobile offers a fully managed lone worker solution that allows lone workers to raise alerts, contact an Alarm Receiving Centre (ARC) and request emergency assistance if required. Fully compliant with BS8484 standards, the solution enables organisations to protect their staff and ensure their wellbeing.

Across the operation, L&Q has deployed over 1,400 SOS Fobs as a personal safety device. The devices are in active use across the company, with a positive reception from all employees. L&Q opted for the SOS Fob as they found it much more efficient than an ID badge.

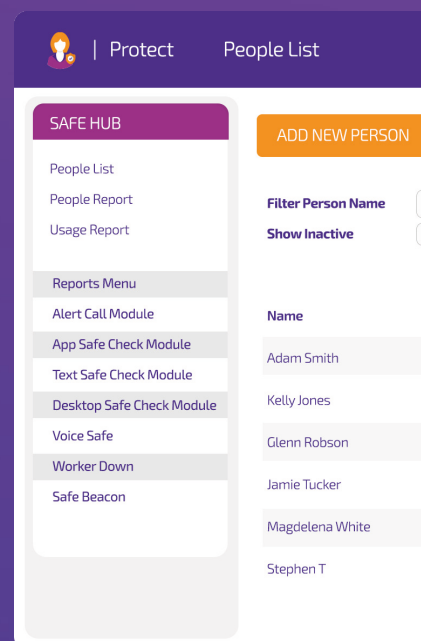
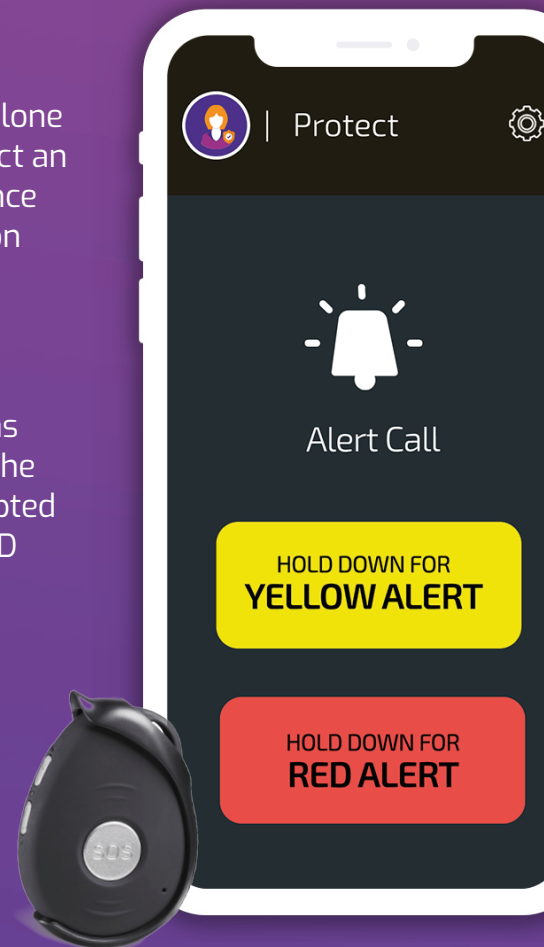
# Key Benefits

- Ease to use
- Discrete design
- Multi-network roaming SIM that provides enhanced connectivity

L&Q takes the safety of all its workers seriously, which gets monitored and reported to the board of directors monthly. Critical improvements for L&Q have seen an increase in usage from **40%-50% to 70%-75%**.

# Personal Safety at the Forefront

Personal safety is at the forefront of their business, and SOS fobs protect their workforce across the enterprise. Protect has provided L&Q with a fully Managed Service, seven days a week. Fully managed services mean the organisation requires minimal resources as Totalmobile undertakes the vast majority of the work, ensuring the lone worker solution operates as effectively as possible.



*“Protect from Totalmobile has provided our staff with a lone worker safety device that is easy to use and quick to roll out. Since its introduction it has enabled us to enhance our approach towards ensuring the safety and wellbeing of our staff and it’s be well received by all employees.” - Steve Pettitt, Director of Health & Building Safety, L&Q.*

*“The fact that it is a fully managed service has been a real benefit and has made my life easier. If there is ever any support and changes required this has always been acted upon promptly and professionally, with a focus on great customer service.” - Sally Moody, Health Safety & Wellbeing Advisor, L&Q.*



### What's Next?

To learn more about our products & solutions , visit

<https://www.totalmobile.co.uk>

or contact us via the details on the back of this document.



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