



Totalmobile

CASE STUDY

Link Housing



Background

Transforming Staff Safety: How Link Enhanced Lone Worker Protection with Totalmobile's Innovative Protect Solution

Link is a group of award-winning social enterprise companies serving over 15,000 customers – making them one of the largest social landlords in Scotland.

They work to provide affordable housing, property management, regeneration, advice, financial inclusion and employability services. Since 1962, Link has become a leader in developing and delivering innovative homes and services for those in need.

Protecting over 600 lone working employees, including housing officers, support workers and office users, working across Scotland is a critical priority for Link. To ensure staff safety is managed effectively, Link embarked on a procurement exercise, and Totalmobile's Protect solution emerged as the ideal fit following the competitive tender process involving a range of potential technology vendors.



Tailored Solution

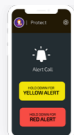
Totalmobile provided their Protect solution to Link. This fully compliant lone worker protection software provided a range of alerts that enabled Link's staff to call for assistance as required.

With all alerts raised through a dedicated Alarm Receiving Centre (ARC) and advanced GPS, Link have complete confidence that any alarms are dealt with by trained individuals committed to ensuring the safety and well-being of their lone workers, 24/7.

In addition to improving safety, this fully managed service included tailored dashboards and reports specifically customised for each department within the organisation. The Protect solution offered comprehensive monthly reports for each user, which proved invaluable in shaping Link's operational strategies.



Key Achievements



User Adoption

Over 600 colleagues across Link use the Protect solution



Engagement Rate

Achieved a 90% uptake among staff members, demonstrating widespread acceptance and integration of the solution across the organisation



Empowered Workforce

Totalmobile's critical Red Alert feature has significantly enhanced employees' sense of security during fieldwork and office activities



Maintaining High Health and Safety Standards Consistently

Through rapid customised reports and responsive customer support, Protect has ensured people remain at the heart of Link's operations

Since adopting the Protect solution in 2020, Link has benefited from a highly responsive and efficient service.

Totalmobile's ability to swiftly address queries and provide immediate support has been described as "outstanding" by Link's Health & Safety Officer. The tailored nature of the dashboards and reports has significantly enhanced the organisation's ability to effectively monitor and ensure staff safety.

"Totalmobile's Protect solution has transformed how we ensure the safety of our people. The tailored reports and outstanding responsive support have been game changers, empowering our team to work confidently and securely. The solution has really helped us shape what we do."

Brian Gippert, Health and Safety Officer at Link Housing





Totalmobile



What's Next?

Discover how Totalmobile can enhance the safety and efficiency of your organisation. Contact us today for a personalised demo and see how our tailored solutions can meet your specific needs.

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