

## Ericsson use StaySafe to protect field service engineers working alone, out of hours and in areas of low signal.

Ericsson is a leading provider of technology, infrastructure and services to telecommunications operators around the world. As the world's largest supplier of mobile networks, Ericsson provide mobile and broadband connections to more than 2 billion people globally.



In the UK, Ericsson has a team of over 500 lone workers who carry out maintenance services across the country. Working around the clock and in remote locations, UK lone working engineers use StaySafe to check-in with their supervisors while they work.

Ericsson have always recognised the importance of monitoring the safety of their lone workers and staying connected whenever they are out in the field. The business has its own in house response team but needed a more reliable way for their employees to alert them in an emergency.

StaySafe monitors the location and safety status of lone working staff whenever they begin a timed session via the app. Missed check-in and session expiry alerts automatically alert the employer even when they are unable to do so, while a panic button can be used immediately to request emergency assistance. Beginning a session or triggering an alert, allows an external monitor at Ericsson to view an accurate location of the employee through the StaySafe Hub.

Due to the simplicity of the StaySafe solution, Ericsson employees were up and running with StaySafe in just two weeks. Training was rolled out to the team of lone workers online; through videos and digital user guides. StaySafe continued to support Ericsson following initial roll out by working closely with the business to develop and customise the solution to fit their individual lone worker needs.

### Monitor different teams in one place

Ericsson engineers work around the clock to carry out essential maintenance. This means that some teams work on call and could be called out to work in the early hours of the morning.

# Ericsson

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StaySafe worked with Ericsson to set up a Hub structure that allowed Line Managers to be responsible for their own engineers but also allow dispatch to have access to alarms, ensuring that someone is always available to respond. Today, Ericsson has a total of 27 Hubs which vary in size and structure and can be easily modified by the business.

## Monitor lone workers in areas of low signal

Engineers often work in remote locations or sites where nearby electricity sources are switched off. In order to stay connected in such environments, Ericsson utilize StaySafe's Low Signal Mode.

Low Signal Mode allows the StaySafe app to continue to communicate with the hub via a basic 2G connection. 2G is the most widely available connection in the country, covering 80% of the UK compared to just 69% for Wi-Fi and data. While in Low Signal Mode, session functions and alerts will continue to be sent to the Ericsson Hub even when a data connection cannot be made.

## Manage usage with hub reporting

Hub reporting has also been a particularly useful feature for Ericsson. By using StaySafe analytics, supervisors are able to analyse user behavior and take corrective action on incorrect usage. By monitoring alerts and providing additional training to those using the solution incorrectly, Ericsson are able to ensure the solution is used regularly and properly.



**See the app in action - contact us today for a demo and pricing**