

# SONIM TECHNOLOGIES CASE STUDY

INDUSTRY: SECURITY



## THE SONIM XP3 SENTINEL – THE ULTIMATE LONE WORKER SOLUTION KEEPS GUARDS SAFE AND CONNECTED AT ALL TIMES.

For Securitas, the employee is essential. The most locally-focused security company in the world provides unmatched safety solutions, and meets specific protection needs of thousands of businesses. The goal as an active security partner is to provide a safe working environment for people and organizations 24 hours a day, seven days a week.

### THE COMPANY

Securitas is the knowledge leader in security world wide with more than 260,000 employees in 40 different countries. The company provides more than 5,600 highly specialized guards to its clients in the Netherlands alone. Customers range from government entities to airports, office buildings, banks, construction sites, as well as IT companies.

Guards work in four divisions: Mobile (in vans), Service (in customer facilities), Aviation (in airports) and Alert (monitoring center services). The services offered by Securitas are business specific guarding and mobile assistance, monitoring, as well as consulting and investigating. Each service is custom tailored for the individual business according to their exclusive needs and industry demands.

Therefore, Securitas is able to respond to a variety of unique and specific security challenges faced by clients on a case by case basis.

### THE CHALLENGE

**“SAFETY OF OUR PERSONNEL IS KEY!”**

In order to provide clients with the highest degree of safety, Securitas needs reliable and tough mobile handsets to keep employees protected and connected at all times. Guards need the option to quickly send an alarm and/or an emergency call to receive help whenever they are in a dangerous situation no matter where they are located.

In the past Securitas relied on portable Private Mobile Radios (PMR). However, in some rural environments guards had reception issues 30% of the time. Therefore, guards would lose contact with the team during their rounds, and were often times not continuously monitored by the emergency response center. “The response time to an alarm is an important factor for our customers,”

### OVERVIEW



#### COUNTRY

Netherlands

#### CUSTOMER PROFILE

Securitas has more than 260,000 employees in 40 countries worldwide and is the knowledge leader in security. In the Netherlands, Securitas offers over 5,600 employees to their customers - and their customers - in each segment-specific security solutions. The Securitas employee is essential here. Securitas' goal is to be an active security partner 24 / 7 and to ensure a safe working environment for people and organizations.

#### BUSINESS SITUATION

It is essential for an international security company like Securitas to have a rugged lone worker solution to be able to meet the increasing security demands. In order to provide unmatched safety services to customers, guards need to concentrate exclusively on security. Reliable equipment is therefore essential to avoid limited coverage and downtime due to breakage.

#### SOLUTION

Securitas chose the Sonim XP3 Sentinel because it's the ultimate safety phone for lone workers. The ultra rugged phone is equipped with high performance GPS, outstanding battery life, a LED torch, a 2MP camera and a state of the art accelerometer. The handset now enables Securitas guards to be protected and connected at all times due to its key safety functions and dedicated alert buttons.

#### BENEFITS

- improved productivity
- constant connectivity
- fewer false alerts
- better response time
- cost savings
- less defects

SECURITAS IS THE MOST LOCALLY-FOCUSED SECURITY COMPANY WITH OVER 260,000 EMPLOYEES IN 40 COUNTRIES. THE COMPANY PROVIDES UNMATCHED SECURITY SOLUTIONS TO MEET THE SPECIFIC NEEDS OF THOUSANDS OF BUSINESSES. SECURITAS SERVICES INCLUDE GUARDING SERVICES, PATROLS AND INSPECTIONS, ACCESS CONTROL, CONCIERGE AND RECEPTIONIST SERVICES, SECURITY CONSOLE OPERATORS, ALARM RESPONSE, AND SPECIALIZED CLIENT REQUESTED SERVICES.

stated Guido Krauss, Securitas IT Project Manager. "The dispatch center needs to be on high at all times."

However, poor reception has been especially challenging for employees in indoor spaces. "Coverage and utmost reliability is becoming more and more important," said Krauss. "Safety of our personnel is key! The risk of being confronted with criminals is increasing, especially during night shifts," Krauss added. "Securitas needs to know the location of the guards and monitor their safety at all times."

Another large issue Securitas often times faced material defects with the PMRs. "The radios' microphones and wires were very sensitive, and damaged rather quickly and easily," said Krauss. Therefore, devices had to be repaired or replaced quit frequently, and as a result, proofed to be a rather high investment. The availability of replacement parts locally was limited, which caused lengthy and costly repairs, which consequently left guards unprotected at times. "Repairs were around 350 Euro, and would take anywhere from a few weeks to even two months," Krauss explained.

**"THE VOICE CONNECTION IS ESSENTIAL TO THEIR OPERATION."**

## THE SOLUTION

In 2009 Securitas Netherlands was ready for a rugged GSM solution with advanced lone worker capabilities flexible enough to match their existing safety process.

Sonim Technologies was the only supplier combining a tough GSM handset with advanced man-down functions including specialized buttons.

In addition, the XP3 Sentinel finally offered Securitas dedicated software to communicate with their monitoring and emergency response center.



Securitas NL created their own internally developed monitoring server, as well as their own emergency response center. However, the technical team was able to integrate custom functionality using the XP3 Sentinels configuration options, e.g. an SMS is sent every 15 minutes to check if the guard is ok. Now guards have the option to request enhanced supervision and GPS tracking, send GPS position updates, as well as log on and off at the beginning and at the end of their shifts.

Moreover, guards use the green button to respond with the 'life sign,' i.e. everything is ok. They use the amber to signify a security situation, but not an emergency. And the red button is used for a full lone worker alarm requiring rescue and GPS positioning.

## RPS CERTIFIED



**EXTRA-LONG BATTERY LIFE**  
1180mAh with 18hrs talk and 1500 hrs standby time



**ACCESIBLE KEYPAD**  
Widely spaced keys for ease of use with gloved hands



**EXTRA-LOUD SPEAKER**  
Capable of producing up to 110 db of noise



**PROTECTION FROM DUST**  
Non-porous casing blocks entry of microparticles



**PROTECTION FROM WATER**  
Water submersible to 1 meter for 30 minutes



**PROTECTION FROM DROPS**  
Withstands 2 meter drops on concrete



**RESISTANT TO SHOCKS & VIBRATIONS**  
Built to withstand random vibrations up to 4G



**RESISTANT TO EXTREME TEMPERATURES**  
Works in environments ranging from -20°C to +55°C



**RESISTANT TO EXTREME PRESSURE**  
Withstands up to 1 ton of pressure



**PUNCTURE PROOF**  
Withstands up to 5J of impact energy



**RESISTANT TO PETROLEUM OILS**  
Tested against 500 chemicals



**3-YEAR COMPREHENSIVE WARRANTY**



250 units were supplied by Telepointer, the local value added reseller (VAR), with more phones being added in the coming months to other company locations. The Securitas phones are complimented with a tailor made leather holster, enabling guards to wear the device on their belts.

## THE BENEFITS

Safety has significantly improved since Securitas introduced the XP3 Sentinel to its employees. Guards have seen higher productivity and team work due to constant connectivity. Whereas before coverage had been an issue due to the PMR technology, it is no longer something Securitas has to worry about. The Sonim GSM mobile devices now keep employees connected at all times. As a result, team leaders have noticed a tremendous increase in confidence during work shifts. "The voice connection is essential to their operation," said Krauss.

In addition, the numbers of false maydays and man-down alerts have also decreased significantly resulting in a higher responsiveness at the dispatch center. The 'Sign of Life' request, for example, had been set to 30 minute intervals due to coverage issues because messages would frequently not reach the guards in shorter time periods. After the implementation of the Sonim XP3 Sentinel, the 'Sign of Life' function was restored to the originally intended 15 minute intervals, for better safety monitoring.

**"WE ARE VERY HAPPY ABOUT THE UNIQUE TECHNICAL COOPERATION WITH SONIM, AND PARTICULARLY APPRECIATE THE DIRECT TECHNICAL CONTACT WITHOUT INTERMEDIARIES."**

Apart from the much improved safety and productivity of the guards, Securitas has additionally reduced their cost and downtime. The XP3 Sentinel is generating a fewer amount of defects than the PMR solution. In addition, the local VAR keeps spare handsets for rapid exchange, and also replaces batteries after a defined period of time to avoid any risk of failure. "We are very happy about the unique technical cooperation with Sonim, and particularly appreciate the direct technical contact without intermediaries," added Krauss.



**"WE FINALLY HAVE A FUNDAMENTAL SAFETY SOLUTION FOR OUR EMPLOYEES."**

"We choose Sonim firstly because of its ultimate reliability and secondly because the Sentinel phone does exactly what it needs to do for Securitas," said Krauss. "With the XP3 Sentinel solution we have finally achieved employee satisfaction, highly improved efficiency, but most importantly, we finally have a fundamental safety solution for our employees."

## KEY SAFETY FUNCTIONS: THE THREE DEDICATED BUTTONS



### RED EMERGENCY BUTTON

In emergencies, the user presses the dedicated red button on the side of the phone, even if the phone keypad is locked. This causes the user's GPS location to be sent to the monitoring centre, where the position appears on a map with other relevant data. This button is further customizable by the lone worker monitoring provider. For example - a speaker-phone call can be automatically placed to the emergency monitoring center to summon assistance. After the call, the GPS tracking will continue until the incident is resolved and the phone is remotely reset. For maximum reliability, Sonim has implemented red button capabilities natively in the phone's firmware.



### AMBER ALERT BUTTON

With the amber key, the lone worker can signify a security situation and request enhanced supervision.



### GREEN BUTTON

The green key may be used to respond to the emergency center with the 'life sign' indicating that the user is ok.

## ABOUT SONIM TECHNOLOGIES

SONIM TECHNOLOGIES ([WWW.SONIMTECH.COM](http://WWW.SONIMTECH.COM)) IS THE PROVIDER OF THE WORLD'S MOST RUGGED, WATER-SUBMERSIBLE MOBILE PHONES DESIGNED SPECIFICALLY FOR WORKERS IN CHALLENGING OUTDOOR AND INDUSTRIAL ENVIRONMENTS. SONIM'S XP FAMILY OF RUGGED PHONES FEATURE OUTSTANDING ENGINEERING TO MEET SONIM'S RUGGED PERFORMANCE STANDARDS (FOR EXAMPLE: IMPERVIOUS TO WATER, 2 METER DROPS, DUST AND EXTREME TEMPERATURES). SONIM'S INDUSTRY-LEADING 3-YEAR COMPREHENSIVE WARRANTY HAS REDEFINED CUSTOMER EXPECTATIONS OF RUGGED TECHNOLOGY. SONIM PROVIDES A SUITE OF HIGH-PERFORMANCE WORKFORCE MANAGEMENT APPLICATIONS INCLUDING PUSH-TO-TALK AND LONE WORKER SAFETY SERVICES ON CELLULAR NETWORKS. THE COMPANY IS HEADQUARTERED IN SAN MATEO, CALIFORNIA AND OFFERS ITS PRODUCTS IN OVER 50 COUNTRIES.

