Staff Safety as a Service

An Ascom cloud solution for workplace safety



Towards a safer workplace

Protecting workers from injuries, violence or harassment is a challenge. Ascom Staff Safety as a Service offers a reliable cloud-based solution to quickly raise alarms, respond to them, and help workers feel more secure and confident at work. With the SaaS delivery and subscription-based model, you get a flexible, scalable and easy-to-deploy solution to suit both your current and future needs.



The need for protection
Physical violence at work is a daily risk for many with 1 in 4 workers globally experiencing violence or harassment during their working lives[1]. Many enterprise and healthcare organizations also have staff who work alone, putting them at risk from accidents, illness and even death. Minimizing these risks and maximizing their safety helps protect individuals, while also making staff feel more secure and confident in their job. As a result, workplace safety is vital to:

- Enhance the safety of your your employees inside and outside your facility
- Contributes to a better workplace environment
- Avoid operational consequences and costs from attacks
- Help you meet workplace safety legal requirements

You're never alone
When staff are attacked, incapacitated or feel threatened, Staff Safety as a Service gives them the ability to raise an alarm or an alarm is automatically sent. Responders are quickly and automatically notified to come to their location. Either stopping or preventing an incident from happening and giving at-risk workers the confidence that help is never far away.

Packed with safety features
Staff Safety as a Service is based on mobile devices with in-built staff safety features such as panic buttons, automatic alarms, real-time location technologies, alarm dashboards, incident mapping (GPS-based and precise interior location) and mobile response workflows – all to ensure responders can react to a staff safety situation as quickly as possible.

Staff Safety as a Service

Let's explore your ideal cloud-based solution
With our SaaS delivery and subscription options and cloud-based delivery, Staff Safety as a Service is even more flexible, scalable and easier-to-deploy solution for your organization. Helping meet your needs and overcoming your specific challenges, whether your organization is large or small, even when you don't have an IT team. Scale your users and features up or down without any server infrastructure costs.

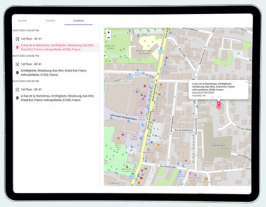
Reference 1. ILO-Lloyd's Register Foundation-Gallup global survey of more than 74,000 workers in 121 countries
https://news.gallup.com/opinion/gallup/406793/global-study-workers-experience-violence-harassment.aspx

Key Staff Safety as a Service features

- System that adapts to your way of working
- Panic/alam buttons – double push for reliability and elimination of false alarms
- 'Man down' and 'no-movement' automatic alarm generation, if incapacitated
- Pull cord to raise an alarm, if the device is snatched from the user
- Follow my location supports post-alarm tracking with the follow-me feature
- Supports multiple indoor location technologies and mapping for quick, visual location (IR, BLE, and more)



Mobile alerting



GPS map view of current alarms

- Supports GPS location and mapping for a wide area, as long as you are connected to a cellular environment
- Multiple options that are easy to set up and support your mobile response workflows
- Enhanced logging and reporting of the complete trail in one view

Secure, reliable and fully supported

Ascom's flexible and scalable subscription services are based on our own proven software solutions. The security of the solution and customer data is paramount – and is fully supported through Ascom's implementation of its Information Security Management System according to ISO/IEC 27001 certification, with the cloud-relevant extensions ISO/IEC 27017, and ISO/IEC 27018. These certifications highlight readiness in handling critical information while providing cloud services. Ascom adheres to the relevant national and international frameworks concerning the protection of personal, sensitive, and health information (GDPR, HIPAA, etc.) as well as with local applicable regulation.

Help staff feel safer and more confident at work

With Ascom's Staff Safety as a Service, your staff can quickly raise and respond to personal alarms, offering timely support during potentially harmful incidents and helping to reduce costly consequences.

- Locate workers when incidents occur inside and outside your building
- Easy-to-deploy – fits your needs
- Easy to integrate with mobile solutions
- Flexible subscription and scalable deployment model
- Lower ownership costs and better control by reducing in-house hardware, software, and staffing expenses



Ascom Cloud benefits

Flexible
- Flexible and affordable subscription model
- Pay monthly or yearly as an OpEx
- Feature-based package prices

Scalable
- Low investment (CapEx), IT infrastructure and maintenance costs
- Easy to scale users and features up or down on a monthly basis
- Multi-site pooling
- Also accessible with low number of users (devices)

Easy
- Easy to deploy and use
- Maintenance and support handled by Ascom
- Always the latest software update
- Connects essential data and workflows securely

Feature-based packages and price models

The package is also dependent on the number of users.

	Standard Basic plan for small teams or startups.	Advanced Advanced features for growing businesses.	Premium Full support and customization for large organizations.
Devices			
Ascom Myco 4**	●	●	●
Alarm types			
Push button	●	●	●
Man down		●	●
No movement		●	●
Pull cord		●	●
Timer		●	●
Advanced test mode		●	●
Location			
Outdoor location + outdoor map	(Optional)	●	●
Indoor location with map	(Optional)	●	●
Indoor map			●
Workflow			
Broadcast	●	●	●
Custom distribution list		●	●
Distribution to closest colleague			●
Dashboards			
Active events	●	●	●
Reporting	●	●	●
Automated export		●	●
Analytics dashboard			●
Secured desktop app			●

**Ascom Myco 4 devices are sold separately. The solution is available on other smartphones that have personal safety features.*

Staff Safety solution

SaaS Monthly Pricing Model per user

Standard features

Feature name	Description	Standard €	Advanced €€	Premium €€€
Push-button alarm	User manually triggers an alarm by pressing the Alarm button on the handset.	●	●	●
Lost connection indication	By continuously monitoring the connection to the 'Ascom Cloud' (back end system), the user is warned/alerted when the connection is lost.	●	●	●
Standard location				
Outdoor location (GPS)	Outdoor location (based on GNSS coordinates of the device) with address resolution and standard map presentation (e.g., Google Maps).	(Optional)	●	●
Location updates after alarm activation	When an alarm is sent, the recipient will be able to see the sender's current location (e.g. in Google Maps) and continue to get updated location from the alarming device.	(Optional)	●	●
Standard workflows				
Standard personal alarm distribution workflow (send to all)	Standard personal alarm distribution workflow. All alarms are sent to all devices (colleagues).	●	●	●
Receive and respond to alarm	Accept / reject an alert from an alert-receiving device. Once a predefined number of users (recipients) have accepted the alert, Ofelia stops sending repeat alerts (if any). Note: Alarms assigned to a specific user will not be repeated	●	●	●
Test alarm with a test alarm workflow	Long press on mobile device to test the Push button. A test alarm will also trigger a message back to the mobile devices. Such a test alarm does not show on the active event dashboard to avoid confusion with potentially real alarms.	●	●	●
Standard Alarm dashboard & reporting				
Presentation of active alarms and visualization of historical log of data	Login to the website, look at the dashboard for active alarms and historical log. For active alarms, it is also possible to manage events (acknowledge, clear).	●	●	●
Notes and comments for a personal alarm	Notes and pictures added to the alarm for documentation of the alarm incident.	●	●	●

Advanced features

Feature name	Description	Standard €	Advanced €€	Premium €€€
Pull-cord alarm	An alarm is triggered when the 'Pull-cord' is disconnected.	–	●	●
Man-down alarm	With fall detection, the handset sends a 'Man-down' alarm automatically. A delay and warning allow the user to cancel and avoid false alarms, such as when the handset is dropped but no injury occurs.	–	●	●
No-movement alarm	The handset is extremely sensitive to minor movements and it must be completely still for the preconfigured interval for 'No-movement' to be detected by the handset . The alarm is auto-triggered when the internal time elapses. It can be configured with a warning signal, allowing the user to cancel and prevent false alarms.			
Timer alarm (A.K.A 'Temporary alarm')	User can activate a 'Timer' (on the back end system); whenever there's need to do a task outside the coverage area. Once back in coverage the user is then able to 'Cancel' the timer. If the user does not 'Cancel' the alarm before the countdown expires, an alarm is automatically triggered.	–	●	●
Advanced Location features				
Indoor location	Mobile device reports Wi-Fi Access Points (current) or beacons (latest) locations when an alarm is triggered.	–	●	●
Advanced Workflows				
Advanced personal alarm distribution workflow (customized distribution)	Distribution list of who should receive an alarm is customizable. Distribute alarm to redirection workflow, teams, job roles, etc.	–	●	●
Advanced test alarm mode to test all personal alarm types	Functionality trigger on device to test & confirm different alarm types. The device notifies the back end system that the alarms are 'Test only'. Then the device triggers each available alarm type as well as test the relevant sensor within the device e.g. accelerometer, etc.	–	●	●
Workflow with listen in to alerting device	When an alarm is triggered, the recipient can activate the 'Silent call' feature. The originating device automatically answers without lighting up the display or using the loudspeaker, allowing the recipient to listen through the microphone discreetly.	–	●	●
Advanced Alarm dashboard & reporting				
Alarm report by e-mail	Auto-configured report is emailed according to the specific time interval, e.g. weekly. Different reports can be sent to individuals with a different schedule.	–	●	●

Premium features

Feature name	Description	Standard €	Advanced €€	Premium €€€
Indoor (location) – Map presentation	Present the location in a map, both in the mobile app and on the web portal.	–	–	●
Premium Workflows				
Distribution workflow send to the closest alarm-based location	Sends alarms to the nearest responder based on predefined locations (e.g., building, floor, or area), using beacons such as BLE or IR.	–	–	●
Premium Alarm dashboard & reporting				
Desktop application for alarm dashboard	Presentation and handling of alarms from a dedicated app (force sound and no possibility to close the app).	–	–	●
Analytics dashboard	Web UI - Configurable widgets, so the user can create custom dashboards to look at specfic metrics.	–	–	●

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About Ascom
Our vision is a world where the right information moves people forward. Our mission is to put the right information in the right hands at the right time so that people can make the best possible decisions.

We are a global provider of communication and collaboration solutions for the acute care, long-term care and enterprise sectors. Our solutions are based on intelligent integrations with software and hardware that are open source and compatible with third party solutions. Every single second, our systems generate large amounts of data, which we then turn into useful and actionable information. This helps us to bring data to life for people in the toughest operational environments, ensuring smooth, complete, and efficient workflows.

Ascom is headquartered in Baar (Switzerland), has operating businesses in 19 countries and employs around 1,400 people worldwide. Ascom registered shares (ASCN) are listed on the SIX Swiss Exchange in Zurich.

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