

Government Security INTEGRATING EMERGING TECHNOLOGIES

Client: Federal Government Department

Timeframe: February - October 2017

Scope of Trial: CriticalArc provided SafeZone enhancements and integrated emerging technologies to explore new business approaches at a Federal Government Department's regional office.

Challenge

The Department is innovating to achieve better corporate outcomes, and faces challenges in:

- Ensuring the security and safety of its staff – especially when performing tasks outside the office in the general community, giving staff the confidence to undertake those tasks.
- Delivering more effective safety, security and emergency support for office staff and more ways to optimize office operational efficiency, including cost-effective space usage.
- Reducing the incidence and severity of work-related injuries to staff and thereby reducing the total cost of compensation claims.
- Encouraging diversity through more effective support for staff with special needs.
- Attracting and retaining the best young candidates for roles within the organization.

“ **At CriticalArc we are constantly looking for new ways to solve ongoing challenges in security, safety and emergency management. Working with the Department has offered us new insights into future needs of large organizations.**

Glenn Farrant, CEO CriticalArc

SafeZone Approach

The goal of the trial was initially to focus on a solution for the field staff, then to look at what other challenges could be addressed. CriticalArc initially implemented SafeZone to address the field need. However, it was quickly evident that a field staff member would often not be able to take out their phone, start the App and raise an alert surreptitiously.

The answer was to integrate a wearable device for this purpose, so the user could raise an alert without drawing attention to their action, or being near their phone.



Wearable Devices for Duress

We integrated the V.ALRT Bluetooth Low Energy Button from VSN Mobile, and later added the Apple Watch, which brought a number of other advantages including enabling direct voice communications as part of the response protocol.

High Resolution Indoor Positioning

The Department's regional office has 7 levels, including two underground.

We wanted accurate location within a few metres on any floor, of any person needing help. CriticalArc identified Bluetooth Low Energy iBeacons as the only currently viable method, so we integrated a solution in partnership with French company, Pole Star, delivering the desired accuracy.



SafeZone

Outcomes and Benefits

- Identified ways to **give staff greater levels of confidence and safety** when working in the field.
- Proved that **field staff can use wearable devices to get help quickly in an emergency**.
- Proved that **iBeacon technology can deliver accurate location information in multi-story and underground environments in support of emergency operations**.
- Identified means for office staff to get help quickly during personal emergencies, to share their status with security personnel when working alone, and to receive advice and instructions during large scale emergencies. Identified that **the same solution works effectively outdoors away from the office environment and existing security infrastructure**.
- Identified more effective means of **sharing incident intelligence between security and volunteers**, including building Wardens and First Aiders.
- Proved effective shared situation awareness between the department's security coordinators and security responders, and **better management of contracted security coverage and response timing**.
- Showed the **value of live activity recording during incidents**: Being able to recall and replay incident data at any time for incident analysis, training and continuous service improvement.
- Identified **ways to support diversity especially those with impaired mobility, during building emergencies** – for example, being able to locate and contact those with Personal Emergency Evacuation Plans (PEEPs) in real time during an evacuation.
- Proved that **staff and security personnel support the concept of this type of system**, find it easy to use and are willing to install this technology on their personal phone.
- Showed how this safety and security initiative can **demonstrate Duty of Care and help to build confidence in field staff and younger team members**.
- Explored how enabling these emerging technologies can **provide the platform for other initiatives** such as real-time office space analytics, wayfinding, room allocation and support more flexible working methods by extending protection beyond the bounds of the Department's office infrastructure.



CriticalArc created the distributed command and control solution, SafeZone, revolutionizing the way organizations manage personnel safety, security and emergency operations.



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SafeZoneApp

Contact CriticalArc

Australia: +61 1300 13 53 40

Europe: +44 800 368 9876

Americas: +1 800 985 9402

contact@criticalarc.com

www.SafeZoneApp.com

www.CriticalArc.com