

Case Study:
LoneCall
Lone Worker Safety System



THE CHALLENGE

LoneCall is software that provides remote worker monitoring to clients with employees working in remote locations. LoneCall was leasing a software solution, but it had not been updated to be compatible with the latest browsers and operating systems, leaving little confidence in its reliability. This was a key concern when they considered the provision of safety monitoring to their clients. LoneCall was also facing increased competition in the marketplace, leading to the need for a subscription-based solution to not only remain competitive but to grow the business.

THE SOLUTION

The project began requirements gathering to provide a full understanding of the needs of the remote worker monitoring system, and it resulted in a project plan that included functionality and long-term planning and evolution of the software over time.

This Software-as-a-Service (SaaS) offers a user-friendly experience, many expanded features and new thinking over competitive solutions. The software automatically checks in at regular intervals while employees are working remotely. As safety is the main concern, an incident where a worker is in distress is first escalated to other workers who are physically closest to the distressed worker.

More specifically, the system includes:

- **Online Subscription** - LoneCall's clients now have the ability to sign up online and pay initial and reoccurring fees
- **Multi-tenancy** – Companies that sign up retain a virtual environment that they manage for their employees
- **Security Requirements** – LoneCall conforms to the high regulatory privacy and security standards outlined in the Health Information Act and Alberta Education regulations for privacy and security measures.
- **High Performance** - The system is designed to handle thousands of simultaneous users
- **Dashboard** – Dashboards provide detailed knowledge by showing up-to-the-minute information.



THE COMPANY

Customer

Target Holdings

Category

Software Product
(Software as a Service, SAAS)

Industry

Safety: Work Alone Safety Monitoring

Products Used

DECK DecisionWare

Services

Software Development
Hosting Management
Third-level Support
Logo Development

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- **Geolocation** - Supports like geofencing and maps determine a person's location and back map to the work sites.
- **Reliability** – The base of this product is DECK DecisionWare, a Spieker Point developed rapid web application development platform.
- **Communications** – Web based interfaces allow text (SMS), IVR and email communications to be generated to individual employees, or groups of employees.
- **IVR (Interactive Voice Response)** – The system calls workers on the phone, and the workers are able to check-in or declare an emergency with voice recognition or using the keypad on their phone.
- **Callout Servicing** – When a number of specifically skilled workers are needed at a location, the software can be used to begin a callout to a group of workers. The system stops when the number is reached.
- **Role-Based Permissions** – In worker-distress situations, these define who will get first notification of the distress. Further, it gives web users visibility to data and ability to edit data based on your role within the company

THE BENEFITS

- **Reliable software product** that is internet tested and approved
- **Secure and compliant** to Health Information Act with exceptional record integrity
- **Accurate and detailed location specifics** to pinpoint incidents, individuals, teams or operations
- **Up-to-date communications** – users can communicate with individuals or groups and groups can monitor communications globally
- **Billing Automation** – is now completely automated through the software
- **Proper Servicing** – Quickly developing situations can be serviced and monitored.



ARCHITECT'S COMMENTS

“One of the more interesting challenges was building the multi-tenancy architecture. Creating robust, internet-hardened subscription software is never easy, but layering in multi-tenancy is where DECK DecisionWare really shines. It gives companies complete control.

Synchronizing multiple communications channels was another interesting element. We assembled multiple communications channels like SMS, email, internal web and voice and we tied them all together, enabling sophisticated communication streams.

It's loaded with features, but ultimately it's rock-solid and secure software that will provide safety for users and growth for the customer.”

Steve Hole, CTO