

# message pad

the contact centre specialists



## Lone Worker support

Whatever your industry, if you have on-call staff performing critical repair and maintenance work you know how important they are to your business and to your customers. If they have to work alone, outside normal hours or in isolated locations, then it becomes your legal duty to keep them safe and healthy at all times.

Message Pad has the experience, knowledge and services to help you meet your legal obligations and protect your staff no matter where they are.

Relying on signals from your workers' PDAs or mobile phones to track their location is no longer a sufficient or reliable method of communication; devices can be lost, broken or even stolen and so the Health & Safety Executive (HSE) now recommends that direct verbal contact should be made with lone workers to ascertain their whereabouts. Operating a 24 hour staffed service desk can be a prohibitive expense for many businesses and so Message Pad has designed a range of solutions that will allow you to provide a safe and secure working environment for all your workers:



### SERVICES & SOLUTIONS

- ✓ 24/7/365 fully staffed contact centre network gives round-the-clock cover for your operatives
- ✓ Customer call-out request lines – including on-call staff allocation/escalation procedures
- ✓ Staff check-out/check-in and rota management facility – PIN/password protected for security
- ✓ Automated contact scheduling – alarm driven to ensure contact is not missed with the individual
- ✓ Multi-media communication - for standard job updates to PDAs, mobile devices
- ✓ Complete audit trail for every job – from initial call-out to confirmation of staff returning to base/home
- ✓ Digital call recording – for query resolution, SLA issues, training purposes
- ✓ Management information – comprehensive real-time & historical reports in your preferred format
- ✓ Scheduled maintenance appointments management
- ✓ Integral Disaster Recovery facilities for all other aspects of your business communications.

### SOME OF OUR CLIENTS

**ALMEX**



**METRIC**

**Biffa**