

Reliance

P R O T E C T

LONE WORKER PERSONAL SAFETY DEVICE & APP SOLUTIONS



Introduction

The UK's most trusted provider of lone worker solutions

Reliance Protect has been protecting lone workers and safeguarding organisations since 2006, making it one of the most established and trusted lone worker protection solutions in the UK. Underpinning our technology driven solutions is our outstanding levels of service delivery and support.



Lone Worker Solutions

Proven, next generation personal safety devices and smartphone apps are packed with technology yet simple to use.



Body Worn Video Solutions

Our body-worn camera solutions incorporate HD camera recording and streaming capabilities, cloud storage and feature-rich VideoManager platform.



Alarm Receiving Centre

The Reliance Protect in-house Alarm Receiving Centre (ARC) has been monitoring the safety of tens of thousands of lone workers 24/7/365, for over 15 years.



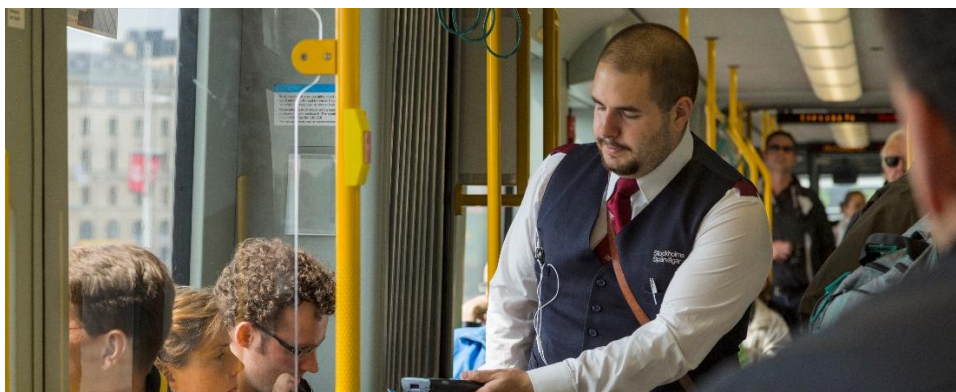
Focus Customer Portal

Focus is our powerful secure, online lone worker solutions portal, putting our customers in full control of the services we deliver.



Safety Features

Learn more about how the features and functions of our devices and apps work, as part of a comprehensive monitored service.



Personal Safety Devices & Smartphone Apps

Our award-winning devices and apps are at the heart of our services. We continuously develop our devices and apps to ensure they deliver market leading performance, are intuitive and easy to use, and are robust enough to withstand the toughest of environments.

ID+

The ID+ incorporates the latest 4G technology to set new standards in lone worker device performance and usability. With dual locating technology (WiFi & GPS) the ID+ can generate user positions quickly whether indoors or outdoors.

ID+'s ID badge holder form factor remains the most discreet option to raise alarms for people at risk of aggression from others. The device's waterproof IP67 rating, fall and impact detection and enhanced timer-based check in and out capability make it a great choice for those working in more challenging, isolated environments presenting risks associated with traditional slips, trips and falls.



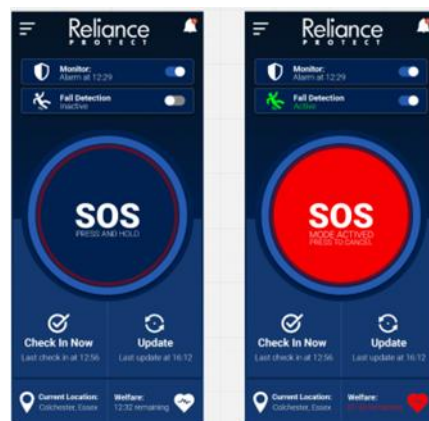
Pulse+

Incorporating the latest 4G technology with an increased level of monitoring and enhanced locating technologies through both GPS and WiFi, the Pulse+ is the most advanced key fob personal safety device on the market. With an IP67 water proof rating, incapacitation detection and small, tactile form factor, the Pulse+ is the ideal choice for a wide range of user applications.



Lone Worker Safety App

Our lone worker safety app is available on Android and iPhone platforms. It packs all we know about lone worker safety into a simple to use app.



Focus Portal

Be in full control

Focus is a powerful and feature-rich secure, online portal putting our customers in full control of the services we deliver. Simplifying and accelerating a **broad range of contract and user administration tasks**, Focus also provides clear visibility into **key management information** such as device usage and user status, utilising real time data.

Simple **bulk upload tools** enable updating or large amounts of data quickly and accurately.

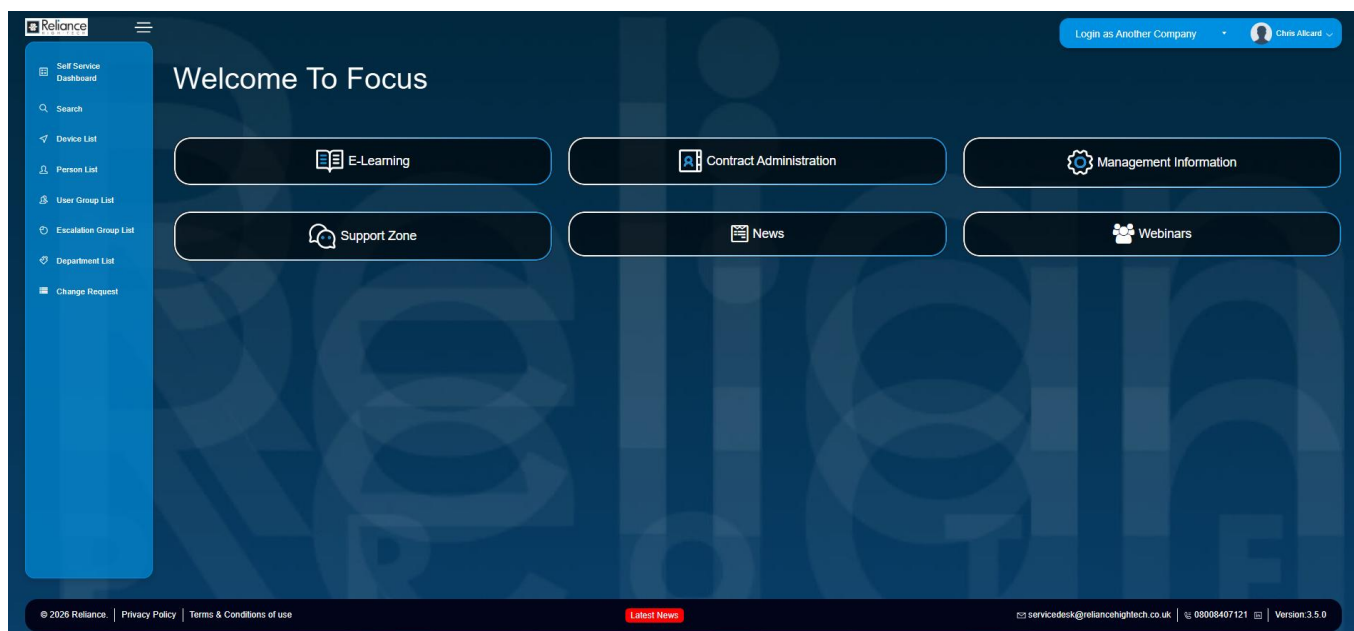
Our powerful **management information reports** cover a broad range of metrics and flexibility in terms of reporting on specific users, departments and overall contracts. Information can be **viewed and exported in tables and graphs**, in a range of **formats**. All reports can be **automatically scheduled** to multiple recipients. There is even a **Compliance Report** where compliance can be tracked against any key metric. We continue to invest in maximising the value of the data we collect to ensure you maximise the value of our solutions.

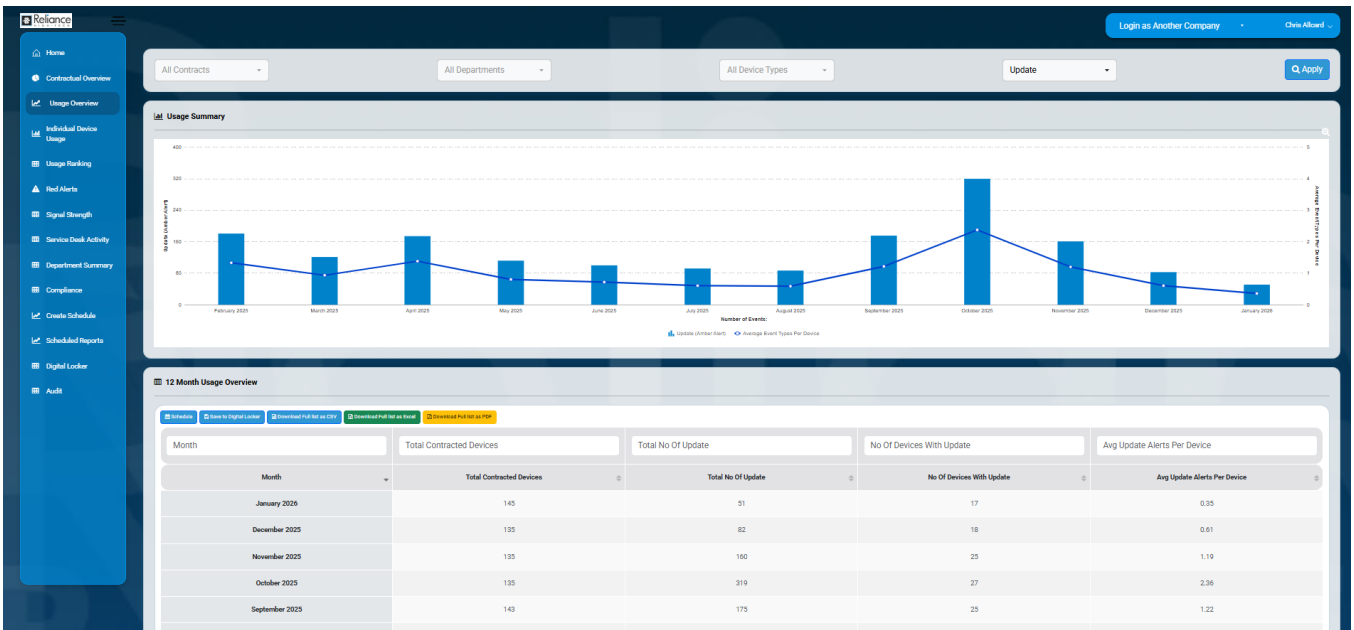
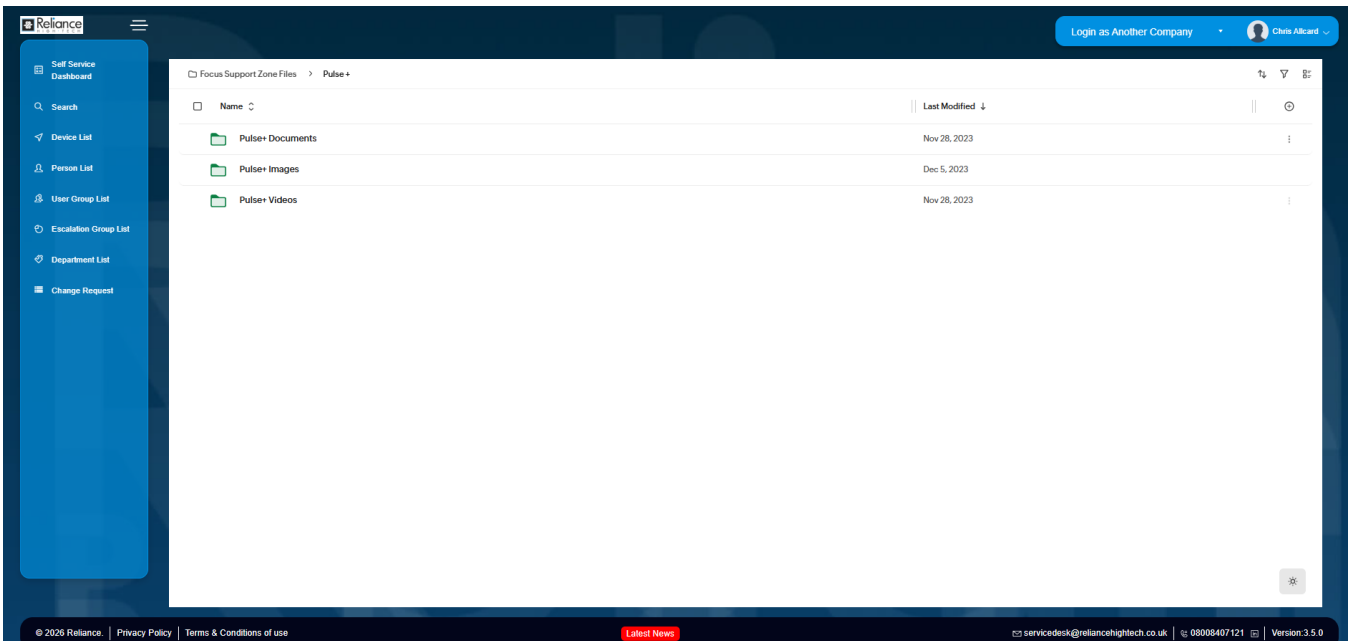
Manage the safety and efficiency of your mobile workforce via **real time location mapping of users** and colleagues, review **breadcrumb trails** searchable by date, and identify **nearest colleagues** to get help quick and drive operational efficiencies.

The Support Zone provides an **extensive library of the help and guidance information**, from **elearning videos** to manager **handbooks** and **FAQ documents**. They can be **viewed and downloaded** and are in **template form**, where possible, to enable branding to your organisation.

Focus sits within our ISO 27001 Information Security Management and Cyber Essentials infrastructure and accreditation ensuring secure log in, hosting and data storage. Single Sign On makes accessing easy and secure.

We run regular, short, education **webinars** covering a range of topics for users, managers, contract administrations and contract managers. View and book onto any sessions through Focus.





The screenshot shows the Reliance Protect Webinars page. The left sidebar is identical to the previous screenshots. The main content area is titled 'Reliance Protect Webinars' and includes a 'Sort by Ascending' dropdown. It features six webinar cards, each with a title, description, and a 'Read More' button. The webinars cover topics such as ID Ultra Refresher Training, Spotlight Series: Focus Mapping, 2g/3g shut off impact, Pulse Refresher Training, Pulse+ Refresher Training, and Spotlight Series: Single Sign-On and Focus.

Reliance Protect Webinars

Sort by Ascending

- ID Ultra Refresher Training**
These sessions are for users who have previously completed training. We'll walk through how the device works, key features you should be using, and what to do in an emergency. Plus, we'll share tips to help you stay confident using the device day-to-day. Perfect for users, managers, and anyone wanting to ensure they're using the tech safely and effectively.
[Read More](#)
- Spotlight Series: Focus Mapping** What is it and how can Mapping benefit your team?
Mapping within the FOCUS portal is more than just pinpointing a location its a powerful tool that helps you support your lone workers more effectively. In this session, we'll explore how the Mapping feature can enhance visibility and strengthen overall safety across your teams.
[Read More](#)
- How will the 2g/3g shut off affect my Loneworkers?**
With many mobile networks already retiring 2G and 3G and full switch-offs on the horizon is your organisation ready? Join us to learn how these network changes could impact your lone-worker devices, what risks to anticipate, and the key actions you may need to take to stay connected and compliant.
[Read More](#)
- Pulse Refresher Training**
These sessions are for users who have previously completed training. We'll walk through how the device works, key features you should be using, and what to do in an emergency. Plus, we'll share tips to help you stay confident using the device day-to-day. Perfect for users, managers, and anyone wanting to ensure they're using the tech safely and effectively.
[Read More](#)
- Pulse+ Refresher Training**
These sessions are for users who have previously completed training. We'll walk through how the device works, key features you should be using, and what to do in an emergency. Plus, we'll share tips to help you stay confident using the device day-to-day. Perfect for users, managers, and anyone wanting to ensure they're using the tech safely and effectively.
[Read More](#)
- Spotlight Series: Single Sign-On and Focus**
Aimed mainly at IT Teams but beneficial to all, this webinar session designed to introduce Single Sign-On (SSO), explaining how it works with the Customer Focus Portal, and outlining the next steps to set up SSO for Reliance Protects Customer Focus Portal.
[Read More](#)

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- Escalation Group List
- Department List

device

Person

User Profile

Devices

Escalations

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Location

Location History

Nearest Colleague

Apply

EVENTS

Date Time	Signal Strength	Battery Strength	View
21/04/2024 21:31			

MapSatellite

Device User:
Date: 21/04/2024
Time: 21:31
Location:
53 Bents Ln, Dronfield S18 2EX, UK
Battery Strength:
Signal Strength:

Google

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Alarm Receiving Centre

The hub of the service, our state of the art in-house Alarm Receiving Centre (ARC)

Pedigree

Our 24/7/365 in-house ARC has been monitoring lone workers with a variety of devices and apps for over 20 years. Our unique combination of alarm handling staff skills and expertise, mature and robust processes and systems, standards accreditation, performance levels and resilience of service were major factors in the Department of Health awarding Reliance Protect the contract as single supplier to deploy 30,000 personal safety devices to frontline community-based NHS staff back in 2009.

Standards

Our ARC is accredited to all the key standards to ensure the highest levels of quality, performance and service resilience. BS8484 Lone Worker Code Of Practice is the key standard here. Accreditation enables us to fast track a Police Level 1 response (where situations warrant such a response), bypassing the traditional public facing 999 and 101 routes, through the Lone Worker Unique Reference Number (URN) process. We were instrumental in the creation of BS8484 and one of the first to be accredited when it was launched in 2009.



We are one of the first ARCs in the UK to gain Echo Connected status. ECHO is an alarm transfer service facilitating greater effectiveness in police response to emergency alarms. It's a fully automated electronic alarm transmission service between ECHO-connected alarm receiving centres (ARCs) and the police for intruder and hold-up alarms.



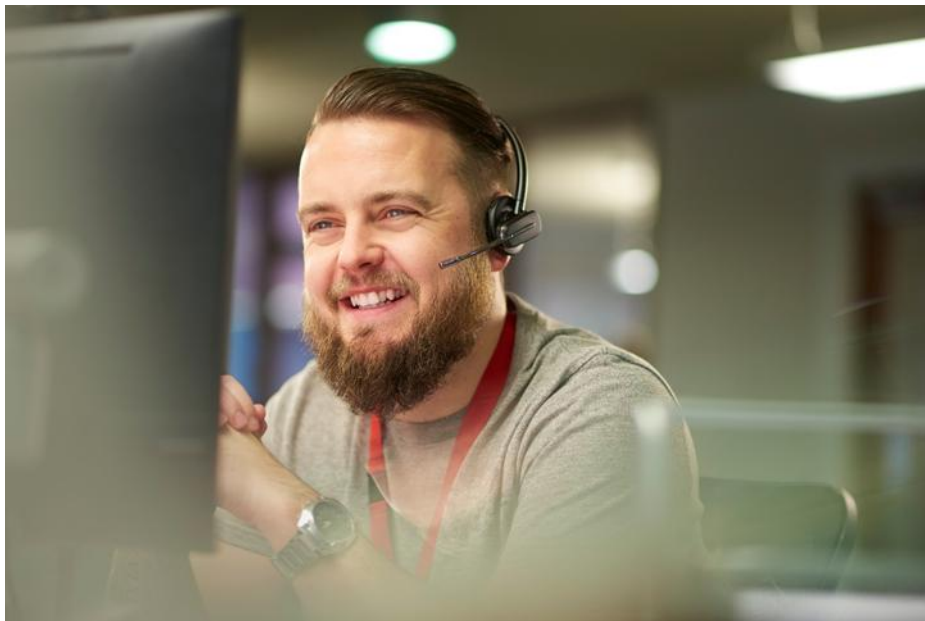
Service Resilience

Our ARC has extensive resilience built into the facility from back up servers and telecoms infrastructure, to uninterrupted power supplies with back up generators.

Furthermore, our secondary back up ARC site can be operational within minutes if the primary ARC site is rendered inoperable. Testing of backup systems and secondary back up site is routinely tested as part of our standards and processes.

Our Staff

Our alarm handling operators are the best in the business. Staff go through extensive training both initially as part of their induction, and then ongoing as part of rigorous quality audit checks, group training and feedback initiatives. Their ability to quickly understand the dynamics of the situation and to action the appropriate response is crucial. Staff are supported by cutting edge alarm handling software that enables them to quickly and efficiently pick up alarms, access audio, communicate with the user, access and communicate with escalate contacts and the emergency services, view live video streams from body worn cameras, and view real time location information.



Technology

We continuously invest in the latest technologies to drive new features and services, to keep staff safe.

WiFi Locating Technologies

Reliance Protect led the way back in 2020 with the introduction of WiFi to provide accurate locations indoors. GPS has been the standard method of generating location information for many years but is extremely limited when a device is indoors or in built up areas. Many of our users raise alarms when in such environments. The first device we launched with this technology, the ID Ultra, won the British Security Awards 2021. Both our current ID+ and Pulse+ utilise this technology and WiFi generated locations account for around 30% of all location information we receive.



APIs

Reliance Protect was one of the first lone worker safety solutions providers to develop APIs so that clients could integrate with us at a data level to, in turn, integrate our data with multiple other data streams around staff risk management, utilising various business analytics applications.

These APIs enable organisations to tailor the data and reporting to their exact requirements and look at trends in the wider context.

4G Connectivity

The UK network providers and UK Governments have mandated that the existing 2G networks will be switched off by 2033. The network providers are working on timelines to be switching off their individual networks well before this. We expect 2G connectivity to start deteriorating as early as 2028.

The ID+ and Pulse+ are truly 4G connectivity devices for all of their communications – voice, data and SMS. This means our devices are future-proofed for upwards of 10 years. Many 4G lone worker safety devices are 4G ‘enabled’, these devices typically fall back for (alarm) voice calls and SMS.

AI

A significant focus for Reliance Protect moving forwards is how we can leverage AI to further evolve our solutions, from automating user features such as Monitor check in's/out's, to providing staff and organisational risk trend analysis, to improved alarm handling processes.

Our ethos is always to try and introduce new features and functions seamlessly for existing customers as well as new customers, without additional costs.

Customers

Serving the Public Sector

We have over 400 contracts with NHS organisations across the UK



‘Over the last few years, in line with our community transformation agenda, we have increased to over 3,000 lone worker devices to keep our most at risk workers safe. This, coupled with the ongoing roll out of over 500 body worn cameras to frontline in-patient clinical teams, greatly supports our Violence Prevention and Reduction Strategy within the organisation.’

Head of Safety, Security and Resilience



Wider Public Sector



‘They have been extremely patient and supportive throughout our transition from another provider!’

Head of Governance and Quality



‘Great device, great service. The friendly, helpful team made the implementation process straightforward and painless’

Business Compliance Manager

‘Reliance Protect have been providing Bromford with a faultless personal safety solution to over 600 users for the last 5 years, ensuring our lone working field based lone workers are protected 24/7.’

Health & Safety Manager



‘We have been pleased with the quick response times from Reliance Protect. Their flexibility during the pandemic lockdowns was most helpful.’

Head of Income Generation



‘Reliance Protect work successfully in partnership with Derby Homes to provide lone worker support and protection for our employees.’

Health & Safety Manager





Protecting lone workers

Reliance Protect is the UK's most trusted and comprehensive lone worker protection service. Reliance Protect is trusted by major employers and organisations across a range of sectors and benefits its customers through a unique combination of technical expertise and operational capability, delivered by exceptional people.