



LiquidVoice
Smart business analytics

orbis

CASE STUDY:

HOW LIQUID VOICE
ENSURES THAT WHEN
LONE WORKERS NEED HELP,
ORBIS IS ABLE TO RESPOND

Orbis

Orbis Protect Ltd is the UK's leader in providing services to protect vacant properties. In 2001 they introduced Orbis RedAlert, a unique monitoring and response service for lone workers, and have established themselves as the longest standing provider of such services. Today they monitor over 30,000 lone workers from their 24x7 Category II Alarm Receiving Centre in Bromborough in the Wirral which is accredited to the highest British and ISO Standards.

Background & Requirements

There are around 6 million lone workers operating across the UK including care workers, security guards, housing officers and maintenance people. On an average day these lone workers experience 160 assaults and 1,700 serious injuries and as such, providing a highly responsive support to these workers is essential.

Orbis provide a range of solutions to help protect lone workers including alarm apps that operate on their mobile phone and discrete panic buttons that can be activated in cases where a situation escalates and the lone worker is in danger.

When a lone worker urgently needs assistance, it is the Orbis Alarm Receiving Centre that they are connected to and it is the responsibility of this highly trained team to assess the situation and immediately initiate a response, whether that be to dispatch a colleague or to raise a priority one call to the emergency services.

Orbis was not only looking for a way to record the calls into their centre, but was looking for a solution that could present and enhance audio feeds from lone workers to enable their team to act fast and effectively in delivering the assistance required.

Why Liquid Voice

With extensive experience in providing solutions to public safety operations, Liquid Voice quickly understood the needs of Orbis and demonstrated that they could provide a recording solution that was highly reliable and could capture audio from all of the different sources being utilised.

However, what stood out for Orbis was that the Liquid Voice team were innovators and looked beyond the obvious requirements to identify areas where their solution could add value to the response centre team and enhance the services currently being provided to lone workers.

“At Orbis we pride ourselves on delivering innovative and highly effective solutions for our customers. Having technology partners who can add value to this is key and right from day one, Liquid Voice stood out as being such a partner.”

Andy Briss, Technical Services Manager, Orbis



The Solution Delivered

Orbis deployed Liquid Voice's SmartEvidence solution which has been specifically designed for public safety. This provided a highly resilient voice recording platform that could capture audio feeds not just from telephone conversations, but also from the discrete panic button devices that Orbis provide to vulnerable lone workers.

Working with Orbis, Liquid Voice integrated and configured the solution to deliver some significant unique and innovative capabilities to support the RedAlert service including:

Simultaneous Record & Playback – From the moment that an alert is activated, audio is fed through from the lone worker's smart phone or panic button device. This is instantly recorded by Liquid Voice which is vital as key information is being captured in these initial seconds. SmartEvidence is able to replay these recordings immediately while still recording, allowing one operator to listen to the full recording while a second operator takes the necessary actions to respond.

“The lone worker relies on us being there for them and in some situations, we are their lifeline. Liquid Voice has given us the ability to present the complete picture to our operators enabling them to quickly and accurately assess a situation. The solution enables for multiple operators to work together, one speaking to the lone worker while the other ascertains all of the relevant information to initiate the most appropriate response.”

Andy Briss, Technical Services Manager, Orbis

Audio Enhancement – In certain situations, such as an accident or an assault, the original audio quality can be muffled or faint. Through its advanced speech technology, Liquid Voice is able to filter the audio feeds to make sure that the quality of the recording is as clear as possible.

Real-Time Data Tagging – it is vital that the operators at Orbis are presented with all of the information they need clearly to be able to respond. As such, Liquid Voice seamlessly integrated the SmartEvidence solution into both the data feeds from end-user devices and the command and control systems being used by Orbis. This enables for each call to be clearly presented and replayed along with key information about the lone worker along with geo-tagging to pinpoint their location.

Key Value Delivered:

- By being able to instantly present the recorded information to multiple operators simultaneously enables the Orbis team to respond in the time-critical manner required.
- By capturing every interaction channel, audio feed and the associated lone worker and geo-locator data, Orbis are able to present the operators with a holistic picture enabling them to accurately assess the situation and take the necessary action.
- By ensuring that every aspect of an incident is captured and the component parts can be linked and sequenced in chronological order enables for it to be utilised as admissible evidence if required.
- With every incident captured in full, Orbis have the capability to perform thorough incident reviews, reconstructing events and learning valuable lessons for both their teams and the organisations they support.

Enabling Innovation for Tomorrow

Through the deployment of Liquid Voice SmartEvidence, Orbis have a recording and incident replay solution that is not only dependable but adds significant value to their RedAlert service. The fact that it is agnostic of the communication platform enables them to capture feeds from many different devices today and gives them the ability to innovate for the future where other devices may be used to capture both audio and live-video such as bodycams.

The fact that every incident is captured in full and meaningfully tagged with associated information enables for Orbis to quickly search for and reconstruct historic incidents, not just enabling more effective training for their operators, but enabling them to provide valuable insights to their customers and drive innovation in their services for the future.

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