MONITORING SERVICE

Guardian Angel clients are monitored using protocols we have developed specifically for our lone workers. Monitoring of people, is vastly different from monitoring buildings and assets. Insurance will cover any lost assets; a mistake with monitoring your people… can cost their life.

We know from experience that implementing a new technology solution is usually fraught with teething problems. 95% of them humanly instigated! Guardian Angel support companies and their workers through the bedding in period.

Our monitoring partner is a technology and people driven company. It's a great fit for Guardian Angel who are all about keeping people safe using latest technology. A partnership of great synergy.

Our Monitoring Partner

Employs over 60 staff and protects over 20,000 systems and people, responding to alerts from a wide range of devices including Medical, Panic, Fire, Intrusion, GPS and many others.

When an alert is received from any device, the alert is automatically prioritized by our automation software, based on the event code that the unit has transmitted. This sets the order in which our group of operators are deployed to their next activation to investigate. The duress alerts hold a level 1 priority in our system which ensures that they take priority over all property protecting devices.

When a panic alert is received from a duress device, we immediately allocate two individual operators to the response increasing the victim's protection and speed of service. The first operator immediately calls the police whilst the second operator connects to the device to listen to the situation via the microphone on the unit (if applicable). Our operator remains on the line with the unit until help has arrived or the Emergency Services have taken over the call.

Record Keeping

All data is securely retained and backed up for a five year period and this includes all voice recordings, alarm history and written reports relating to any alarm activations.
Our data is then backed up and mirrored to hot standby servers to minimize downtime. Image based backups are performed every two hours with a 21 day retention period. Daily cloud backups are performed on databases and critical files with a weekly archive and a 14 day retention plan. All backups are encrypted and our enterprise level firewall is used to protect the station with an intrusion protection system.
Our server room is housed inside the secure monitoring center in a room that contains temperature and intrusion sensors and entry into the area is restricted by access control system. Our IT infrastructure is maintained 24/7 by an outside specialised provider.

Voice recording

Any unit supplied that can call into our monitoring center will be automatically recorded once the call is answered by an operator. We have a warning system to alert us if there any issues with the voice recording hardware or software.

Security Clearance

Our staff are vetted by way of the Ministry of Justice. All staff obtain Certificates of Approvals through the Private Security Personnel Licensing Authority which clears all criminal history but we welcome any further checks that are required.

Business Contingency

Our backup systems include a co-location in another city which houses servers, receivers and telephones to operate during an emergency at our Wanganui site. Onsite we have duplicates of our servers, receivers, PABX to cover any hardware issues. We have UPS devices installed on every workstation and a backup generator that can power our building through any local outages. Our phone system has cellular units connected so we can still make outgoing calls if the telecom network was to fail.

Quality Assurance

Our shifts have a dedicated 'Shift Manager' who patrols the room to direct traffic and ensure things go smoothly by supervising the operation. Our peer support network is an important part of the continuous upskilling of our operators that this every changing industry demands.

Our software has a 'Quality Control' component which randomly picks two activations per hour for each operator which the Shift Manager

reviews to ensure our performance trend is always tracking upward. If the operator fails a review, they instantly receive e-mail notification and a request for retraining. This system allows us to proactively identify any issues that need addressing within our team.

Our testing schedule of alarms is an automated process. Every day our system calculates who hasn't tested recently and generates the list of people who require to test. Our operators work through this list ensuring testing has been carried out on that day. The frequency of testing can be defined by customer. In order to supply Medical Alarm monitoring, our monitoring station is Government Audited every 2 years.

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WHAT TO ASK POTENTIAL PROVIDERS

If you've just started the journey to finding the best lone worker solution for your team, here are some questions you should ask of potential providers, when it comes to safe monitoring of your team:

Questions to ask of your monitoring centre:

✔ Is your centre graded or government audited to supply medical monitoring?

✔ Is it a professional monitoring centre with trained operators and a commercial response software for managing signals in priority? (or is it a customer service dept?)

✔ Is the centre staffed 24/7? (yes we know of places where the signals go to a mobile phone after hours!)

✔ What business contingencies are in place? (they should have multiple providers for their internet, phones and power and a back up centre in case their building has to be evacuated)

✔ What reporting do you have available?

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