



Case Study: Lone Worker Solutions

Caburn Group

UK HQ | Netherlands | USA | Singapore | Thailand |
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Lone Worker Solutions

Flexible, roaming SIM package helps safety specialist protect vulnerable workers and control costs



Introduction (1):

Lone Worker Solutions protects employees from the risks associated with working alone, remotely and in public-facing roles. Working with organisations across the public and private sector, the company creates specific safety packages for every client, assessing risk levels and common scenarios to deliver a bespoke solution.

Introduction (2):

Lone Worker Solutions' Safe Hub is a management system designed to connect individuals to its state-of-the-art alarm receiving centre (ARC). It works in app form for smartphones, as well as via personal alarms and specialist lone worker devices.

The Challenge (1):

George Stavrinidis, CEO of Lone Worker Solutions, explains: “From the NHS and utility companies to the housing sector and retail, we protect people working alone in any role. A reliable and rock-solid connection is vital for the personal safety of our customers’ staff. They need to maintain critical functionality for emergency calls and periodic welfare checks. Losing touch with help and support simply can’t happen.”

The Challenge (2):

Before working with Caburn, Lone Worker Solutions had been buying SIM cards from one of the large telecoms companies. As they were not using roaming SIMs, the cards were tied to a single network and couldn't locate and move to the best available connection; and as they were based on a predetermined data use agreement, it was higher than the company actually needed.



The Solution (1):

Looking for a replacement for this restrictive setup, Lone Worker Solutions discovered Caburn Group. George continues: “We needed to introduce roaming SIMs and move to a more flexible tariff structure to increase our control, so Caburn’s offering grabbed our attention. When we first met with the team, we were impressed with how closely they listened to our requirements and the speed at which they designed a solution around our needs. It couldn’t be more different from the inflexible provision we had to work around previously.”

The Solution (2):

Caburn proposed a setup which allowed Lone Worker Solutions to keep using its existing network while incorporating new roaming SIMs and flexible tariffs. Based on accurate data use estimates, the solution would also deliver full management visibility and control at SIM group, or even individual SIM, level.

Setup proved swift and easy. Caburn simply shipped the first 500 SIM cards to Lone Worker Solutions, providing secure login to its intuitive management portal, Caburn Insight.

The Solution (3):

The Caburn Connect solution proved to be an instant upgrade. Roaming SIMs offered even greater peace of mind for Lone Worker Solutions' customer base. The ability to guarantee the best possible connectivity at all times means vulnerable lone workers maintain an uninterrupted link with help and support.

The Solution (4):

The new system also provides pinpoint tariff control for Lone Worker Solutions' thousands-strong SIM estate, with flexible contract terms. Through the Caburn Insight management dashboard the company can govern a pool of available data between all SIMs, rather than a fixed allocation per SIM. This provides greater agility to accommodate outliers amongst the group. The team can also suspend SIMs to optimize efficiency as required, as well as activate new ones themselves.



The Results (1):

With the new solution in place, Lone Worker Solutions has maintained continued growth, winning a succession of significant new tenders. This included a major contract with a large UK utility provider, ousting its long-term incumbent provider.

The Results (2):

George adds: “Thanks to Caburn we can access superior connectivity and coverage, on a much more flexible and cost-efficient basis. Managing our estate is easy and performance information is instantly available. We quickly diagnose and deal with any issues, and it’s definitely helped us become even more competitive in our marketplace”.

The Results (3):

“Caburn has become an important and long-term strategic partner. We really value their hardworking ethos, transparent processes and responsive approach to customer service.”



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