



# Lone Worker Protection solution

Best-in-class protection for your employees in all their work environments, based on Alcatel-Lucent OmniPCX<sup>®</sup> Enterprise Communication Server Purple.



## Introduction

The physical protection of employees in their work environment is crucial for any organization. It applies to workers in offices, workshops, warehouses, factories, hospital corridors, outdoor parking lots or campuses.

This is particularly important for companies whose activities could pose a physical risk to people working in isolated locations when an immediate connection to a local first aid station is mandatory. In the event of a fall, accident or any other incident requiring triggering an alarm and a call for help, the communication system must be capable of pinpointing the worker's precise location to ensure the fastest possible response.

## Challenges

Protecting lone workers comes with many challenges:

**1. Monitoring and communication gaps:** Keeping track of lone workers' real-time status and location is difficult, especially when workers operate in dispersed, remote or dynamic environments. Traditional manual check-ins (like periodic phone calls) are unreliable as lone workers may forget or be incapacitated. Methods for automated and always-available communication are necessary but not always implemented.

**2. Emergency response delays:** Without robust systems, there can be delays in detecting incidents (for example, accidents or medical emergencies) and dispatching timely help to the worker's exact location. If a lone worker cannot manually call for help, standard protocols may fail, emphasizing the need for automatic alerts and real-time location sharing.

**3. Technology limitations and integration issues:** Providing adequate and reliable communication tools (such as specialized lone worker devices or mobile apps) that work even in poor-connectivity areas can be costly and technically complex. Integrating these systems with broader enterprise safety and HR platforms is a recurring challenge.

**4. Balancing compliance with operational efficiency:** Implementing and maintaining robust lone worker protection measures can be resource intensive. Organizations may struggle to balance regulatory compliance with seamless business operation, sometimes leading to shortcuts that compromise safety.

**5. Worker engagement and training:** Ensuring lone workers consistently use provided safety systems and follow protocols requires continuous training and engagement. Some workers may resist or forget to use check-in procedures or safety devices, undermining program effectiveness.

**6. Scaling and oversight in large organizations:** As the number of lone workers grows, manual systems become unmanageable. Maintaining oversight, ensuring consistent policy enforcement and providing reliable support at scale requires significant investment in automation and specialized software.

### Solution sheet

Lone Worker Protection solution



## Protecting lone workers with Alcatel-Lucent Enterprise

Alcatel-Lucent Enterprise offers a personal alarm notification solution based on DECT and Wi-Fi handsets and integrated into the OmniPCX Enterprise Communication Server Purple (OXE Purple) and its applications suite.

The **OXE Purple Lone Worker Protection solution** is designed to keep people safe, simply and efficiently. The configuration is managed through a highly intuitive graphical interface, making it easy to use without IT skills.

For example, when an isolated worker is in difficulty following a fall, their DECT handset will automatically send out an alert. Depending on the nature of the message received and the predefined workflow, the OXE Purple Lone Worker Protection solution will call the security guard posted in the building and may also contact with the nearest public emergency center, so that the various parties can coordinate their efforts. First responders will also be informed of the location of the worker, to optimize intervention time.

The scenario can be adapted to suit the organization's processes, and other actions can be configured such as sending e-mail to a stakeholder or recording exchanges between responders.

FEATURE	BENEFIT
<b>Multiple triggers:</b> Mobile handset for transmitting an alert in case of a problem; features alarm button, pull cord, shock, man down and no movement detection alerts (phone model dependent – Wi-Fi or DECT)	Seamlessly integrated end-to-end solution, from the mobile handset issuing the alert to the system managing the actions to be taken automatically according to the pre-programmed scenario
<b>Geolocation</b>	Location of a person equipped with a mobile handset is precisely targeted based on the position of the radio base stations it is associated with for effective emergency intervention
<b>Conferencing:</b> Conference capabilities triggered in the event of an emergency	People in charge (such as building guard post and PSAP) are notified to automatically gather in a conference (can be recorded), saving time and launching a coordinated response
<b>Alert escalation:</b> Escalation mechanism to ensure mobilization is efficiently managed	If first responders (such as the local security team) do not answer promptly, the alerting call can be escalated to a supervisor, based on an internal or an external phone number
<b>Analytics</b>	All events are recorded with details and analytics can be visualized afterward to evaluate and to analyze what happened when the alert call was triggered

### Solution sheet

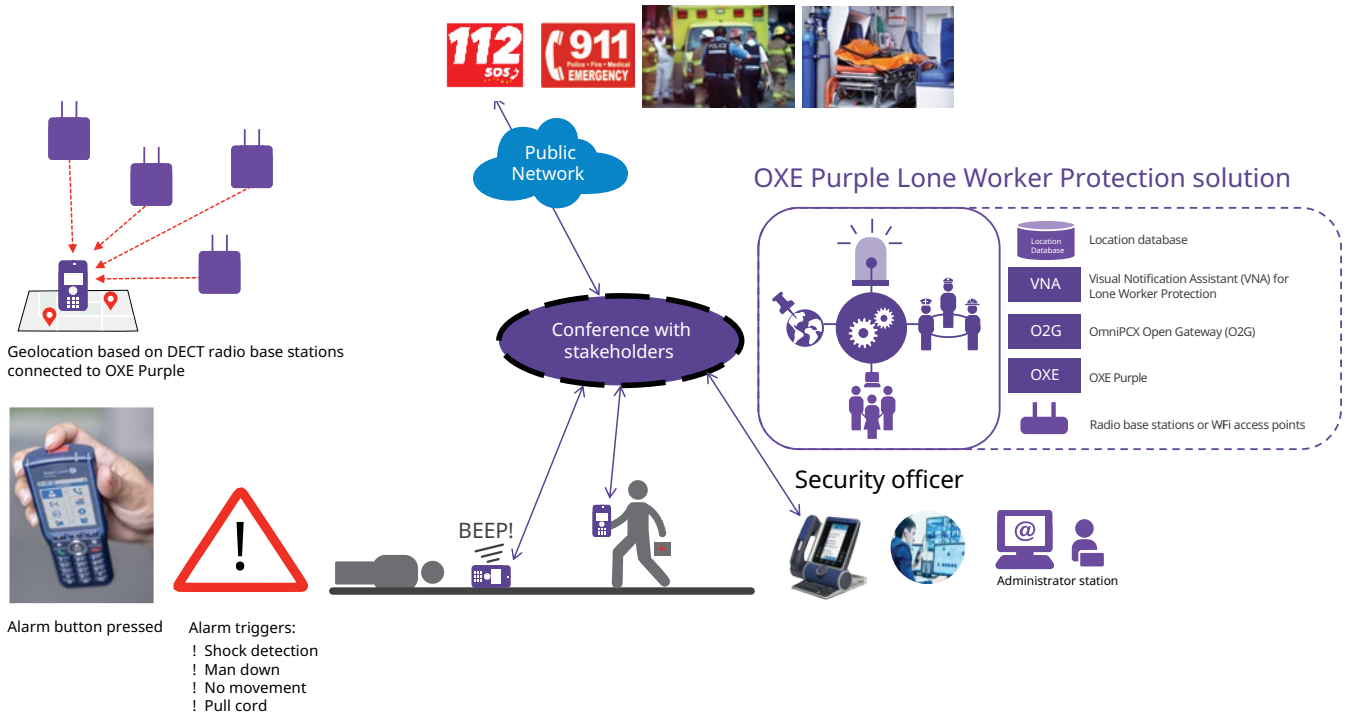
Lone Worker Protection solution



## ALE solution elements for lone worker protection

The Lone Worker Protection solution is based on the software and hardware components of the OXE Purple and its applications suite.

The solution elements can be adapted according to the customer's needs and constraints (type of deployment, network connectivity, communication equipment supplied to employees, etc.).



1. If an isolated worker falls and remains unconscious, the mobile handset (such as the DECT handset with shock and movement detection in the figure above) sends an alarm.
2. While the alarm message is managed by the OXE Purple Lone Worker Protection solution, the handset emits a loud audio tone to help the first aid team to locate the injured worker.
3. Geolocation adds precise location information to the alarm message by identifying the four strongest signals from nearby base stations.
4. After receiving the alarm and evaluating the situation, a local security officer can initiate a conference with stakeholders. Geolocation information enables rescue personnel to be quickly guided on site to the person to be rescued. The local security officer can also involve a public safety operator by placing an emergency call (E112/E911 call) to the public safety answering point (PSAP).

### Solution sheet

Lone Worker Protection solution



## Benefits of OXE Purple Lone Worker Protection

The benefits of implementing the OXE Purple Lone Worker Protection solution are numerous for organizations and their employees:

- Workers are reassured that they will be protected in the event of an incident when carrying out their day-to-day activities.
- Geolocation of the person in difficulty increases efficiency and speed of intervention.
- The security officer post and personnel assigned to it can be efficiently positioned according to possible intervention zones.
- Coordination is facilitated by the possibility of easily contacting the various parties involved, including the nearest public emergency service.
- Actions and phone exchanges are recorded, and analytics are available in reports.
- Organizations can have confidence that they are in compliance with regulations.

## How to buy

The OXE Purple Lone Worker Protection solution licensing model is part of ALE's commercial Communications Suite for Medium and Large Enterprise (MLE) offering. Customers must purchase and deploy the latest software version of the OmniPCX Enterprise Communication Server Purple as well as the hardware infrastructure for implementing DECT technology, if ALE DECT handsets are selected. If the customer opts for ALE handsets based on Wi-Fi technology, there is a range of Wi-Fi network equipment (Access Points, switches, routers) available in the ALE product catalog.

To use the OXE Purple Lone Worker Protection solution, customers must purchase specific licenses to implement the functionalities described in this solution sheet.

All hardware and software components can be purchased and installed through an official ALE-accredited reseller partner. To find the service provider closest to your location, visit our website:

<https://www.al-enterprise.com/en/partner-locator>

If you have any questions, do not hesitate to contact an ALE representative near you, or contact us directly at:

<https://www.al-enterprise.com/en/contact-us>

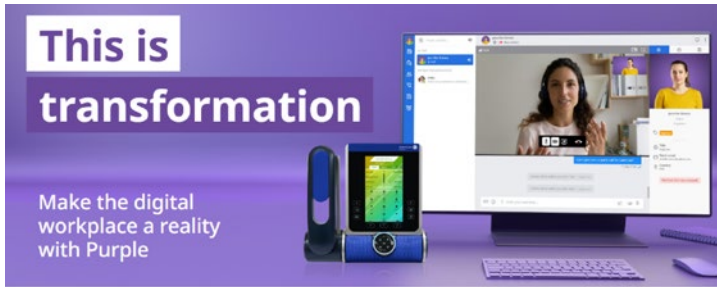
### Solution sheet

Lone Worker Protection solution

## Find out more

ALE offers a comprehensive solution to manage lone worker protection. To help you choose the right equipment for your employees, check out these documents:

[Alcatel-Lucent OmniPCX Enterprise Purple brochure](#)



### Alcatel-Lucent OmniPCX Enterprise Purple: Communications for the digital age

Brochure



[Alcatel-Lucent Enterprise mobile handsets e-catalog](#)



### Alcatel-Lucent Enterprise Mobile handsets e-catalog

Successful business communications for mobile environments

e-catalog  
Mobile handsets

