

Toshiba Medical Systems Selects PageOne for Operational and Lone Worker Management

Field-based engineers equipped with Smartphone Responder Application

London, 4 September, 2013 - [PageOne](#), a messaging solutions company across the public and private sectors, today announced Toshiba Medical Systems has selected its [Responder](#) smartphone-based messaging service to locate and manage the call-out and lone-worker safety of its field-based engineers. The solution is assisting Toshiba Medical System in day-to-day operations as well as helping demonstrate compliance with the ISO 18001 accreditation for Occupational Health and Safety Management, and the Working Time Directive.

"Our field engineers are often required to work on complex medical equipment and there's not always someone around," explains Kyle Nell, IT Operations Supervisor, Toshiba Medical Systems. "PageOne's Smartphone Responder gives the control centre all the intelligence they need to monitor health and safety and job completion times."

Using the service on-call engineers can quickly set their status to 'Available', 'In Transit' or 'Occupied' with the information immediately displayed in the control centre on a smart dashboard. When the anticipated time to complete a particular job comes to an end, a local alarm will sound on the device, giving the engineer the opportunity to check-in to the control room to confirm their wellbeing and notify the control centre if the job will take more time.

In the event an engineer fails to check-in, an SOS alert will be generated and automatically escalated to the on-call manager to check the employee is safe. The on-call manager can display the last known location of the engineer in a secure mapping interface and contact the employee or site from which they are working.

The selection of PageOne's Smartphone Responder service follows a trial of several other worker management solutions in which PageOne's Responder app proved the most intuitive both for end-users and those monitoring the dashboard. Another key benefit was that the service can be used for staff and job operational management as well as delivering lone worker safety monitoring.

“Outside of lone worker functions we see the application fulfilling an invaluable role in our call-out procedures” adds Nell. “For example, If a customer calls to say a vital piece of equipment has failed we can instantly use the locate function to identify the nearest available qualified engineer.”

“We have worked closely with Toshiba Medical Systems to ensure the service truly addresses their key objectives and are delighted they have selected PageOne’s Responder App as a key component in the management of their operational efficiency strategy, as well as helping to meet their duty of care as an employer,” says Nigel Gray, Sales Director.”

For more information regarding PageOne’s Smartphone Responder application for Blackberry, iOS and Android, please visit – <http://www.pageone.co.uk/services/smartphone-responder-app>

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About PageOne. www.pageone.co.uk

PageOne is a messaging solutions company which enables organisations to directly engage with their customers, stakeholders and employees across multiple platforms, anywhere, anytime.

PSN approved, we provide secure and resilient SMS, voice, email, apps and paging solutions that cost-effectively ensure staff safety, increase patient access and drive efficiencies. This technological capability combined with our knowledge and understanding of our customers’ needs, ensures they receive a tailored solution that securely integrates with their existing environment and transforms business processes.

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