



## Centelon helps a leading Australian worker safety response provider improve operational efficiency by digitalization of support processes

### About the Client

The client is a leading Health & Safety Response Solutions provider in Australia and is operating for more than 4 decades. The organization provides support to monitor the welfare and safety of employees, including those undertaking higher risk activities.

The client's support center provides highly reliable 24/7 inbound and outbound call handling and dispatch activities via digital applications, telephone and radio networks. Client's services are utilized mainly by energy companies, transport and construction sectors and water utilities throughout Australia.

The client is recognized as providing vital services to organizations striving for zero harm environments. "Client was looking to develop a customer self-service mobile application so that their staff can focus on its core competency i.e. monitoring."



Improved Customer Satisfaction



70% Decrease  
Drop in data entry related calls



AUD 200000 Saved  
Savings on an yearly basis





## Business Requirements

- ✓ The client had recently migrated their worker monitoring call in/call out services to Salesforce CRM. The client needed to devise a way to reduce the number of calls and non-value adding activity of data entry by the staff.
- Implement a self-serve mobile app for tracking journeys and activities related to the customers' in-field workers.
- Keep data in sync between mobile app and call center's monitoring web application on salesforce platform.
- Key features to be implemented included activity management, check-ins and escalations, co-worker management, fatigue management, assist me, vehicle information management.
- Reduction in number of calls to call center over a period.





## Solution

- ✓ We proposed to create a user-friendly app for the in-field users to self-create activities, self-check-in their location, and request for help in case of emergency
- ✓ App was developed for iOS and Android platform and data was synced to Salesforce based monitoring web app.
- ✓ User experience analysis to introduce simple navigations, colors and typography. Built-in advanced UX features in the apps such as fingerprints and face recognition for fast logins
- ✓ Followed guided application principles for easier use
- ✓ Integration with google maps for route mappings and route suggestions
- ✓ Use of advanced encryption techniques for security of data at-rest and in-flight

## Results that Speak Volumes

- With the roll-out of self-service app, client witnessed a **70% drop in data entry related calls** resulting in savings of **AUD 200,000 on a yearly basis**
- Centelon delivered a quality solution and support, **100% on time and on budget**
- Client was able to **roll-out the app to their enterprise customers within 6 months** of project kick-off

## Let's Keep in Touch

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