



Employee protection in the public sector

Safety is our highest priority



Image source: Christian Pitz

Public offices and services rely on MobiCall for employee protection and general security. More than 1,100 employees of the Augsburg district office are alerted promptly and reliably in cases of threats and emergencies so that appropriate countermeasures can be initiated.

„Safety is our most important asset. We want to offer this in our daily work not only to our fellow citizens, but in particular also to the employees of our institution,“ says District Administrator Martin Sailer. When ETK’s Alcatel

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Safety is our highest good

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telephone system was offered in 2015, it was clear that this security aspect would be covered by New Voice’s MobiCall alerting solution. The alerting relates to the classic security issues in the public service.



Fire alarm

For employee protection, the Augsburg District Office (LRA) does not rely solely on the standardized signal from the fire alarm system (BMA). MobiCall goes one

step further: the smoke detector triggers and the Alcatel desk phone rings at the employee's desk with a specially assigned tone with a background announcement and a short display text. Furthermore, a second alarm channel is selected to increase reachability: Evacuation notification via MobiCall's PC Pop-Up. Since the office uses the ISGUS app to maintain time records, in the event of a fire it is easy to determine who is in the building and thus who needs to be at the assembly point. In addition, a loudspeaker announcement is played directly from the BMA. Furthermore, the alarm should only be raised where the fire is actually taking place. MobiCall offers site-specific alerting with its direct connection to the Active Directory (AD). In addition to reliable technology, clear rules of conduct are essential in an emergency. These, especially in the case of fire, are known to the employees in the LRA and are kept separately for each property on the intranet. In addition, every manager is obliged to give instructions to his employees once a year. Especially in the main building, the assembly point is next to a fountain and each business unit has its assigned place there.



Amok alerting

Technically identical to fire alarms, MobiCall is also used for amok alarms. Should this (fortunately) rare case occur, employees receive a location-based warning via Alcatel desk phone, PC pop-up and loudspeaker announcements. The latter are either recorded and played back or applied situationally.



Silent alarm

Authorities are the most important contact for many concerns of their citizens. Sometimes requests are rejected and threatening situations can arise. Employee protection therefore requires a simple trigger to call for help by a key combination on the PC (e.g., ctrl + F10) or the PC client. Alternatively, the widely used emergency buttons can also be used. In this way, the department that is in the vicinity and can provide help most quickly is alerted in each case. The location in the form of the room number can be assigned at any time when triggered due to the connection with the AD.



Data maintenance

„To ensure that the necessary data, such as room numbers, is always correctly available to us, we decided to connect MobiCall directly to our Active Directory (AD),“ says Thomas Schubaur, Head of IT. All employees are created in the AD, including the necessary attributes such as „first responder,“ floor and room number. If this connection were not in place, both systems would have to be maintained at all times, which would require a great deal of administration effort. By installing MobiCall, regular and conscientious maintenance of the AD became a priority.



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About us.



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New Voice is the pioneer of Unified Alarm Event Communication. The core application MobiCall is the central software platform for alerting, evacuation, information distribution and positioning in a professional environment. We develop the perfect solution for each customer and their specific needs. The networking of machines, devices, sensors and the responsible personnel ensures the rapid transmission of important information. MobiCall enables the automation of processes – from critical communication to daily tasks.

About our partner.



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ETK networks is an IT/TK infrastructure service provider with headquarters in Dornach near Munich that has been active for over 30 years. Our expertise lies in the system integration of business solutions.

More than 70 employees ensure functioning „communication nerves“ for our customers in large and medium-sized enterprises - in the area of data networks, telephone systems, contact centers, alerting and applications. In addition to the headquarters in Dornach, ETK networks is also represented in Düsseldorf, Heidelberg, Landsberg and Stuttgart.
