



The key to effective communication in the security industry.



## Case Study SECURITY SERVICES

**Robert works as a security guard for a national company who provide services for both the private and public sector.**

His job involves lone patrols working both day and night shifts. The locations can vary and at times can be fairly remote.

“It is essential that I have reliable communication, for my safety, to keep in-touch with other patrols, the central office and emergency services.”

### Requirement

Robert requires a mobile that will work in even in the remotest of locations.

“I need the ability to record phone calls centrally for my employer. Factual evidence is often requested by clients and the emergency services.”

ISSUE / CHALLENGE	SOLUTION
Unreliable and patchy mobile signals	Mobile-X multi-net SIMs, which work on more than one mobile network
Ability to record and store calls	Call recording
Central office needs to implement new systems quickly and with minimal disruption	PBX Integration for short dial/hold/transfer etc
Tight budgets only allow for minimal spend on equipment	Inexpensive Rugged Handsets

### Outcome

Knowing that he would have reception on his mobile phone allows Robert to feel confident when carrying out lone patrols. Employers felt reassured in the knowledge that Robert and their other staff have reliable communication. By recording all communications with the central office, clients and the emergency services, Robert, nor his employers had to worry about documenting or recalling conversations at a later stage.

Eliminating loss of mobile coverage allows Robert to patrol areas that were often disregarded due to safety risks. A higher rate of calls could be answered, again leading to greater security.

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## Case Study

### RETAIL LOGISTICS MANAGER

#### Angela is a Logistics Manager for a UK national retailer.

Her role involves overseeing the warehouse, along with inventory control, planning and the customer service operations. She is often either in the large warehouse, the central offices or out visiting the retail outlets.

#### Requirement

Angela needs the flexibility of a mobile but the functions of a PBX. She needs to be able to dial specific extensions by using short-code extension numbers, be part of incoming hunt groups, and have the ability to hold and transfer calls.

ISSUE / CHALLENGE	SOLUTION
Reliable mobile signal when travelling	Mobile-X multi-net SIMs
PBX features on the move	PBX Integration for short dial/hold/transfer etc
Office in the pocket	Smartphone with office applications such as email
Equipment use on sites	Remove the need for expensive DECT systems

#### Outcome

By giving Angela access to the PBX features on a mobile device, she can carry out her role from any location.

Her employers know that as a critical member of the staff she can be contacted no matter what her location is, by a single number – no more trying several different telephone numbers to make contact.

By adding the Mobile-X as a registered endpoint on the PBX, the need for expensive additional equipment such as DECT phones in areas around the warehouse is removed.

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## Case Study ARCHITECT

**Lucas is a partner at a medium sized Architectural practice, where customer interaction and service forms a core part of their working culture.**

His role dictates that he is often out of the office, visiting clients and project sites. He is required to liaise with many different parties when managing projects, and he makes and receives a high number of calls. Lucas also needs access to centrally located project files.

### Requirement

Lucas needs the flexibility of a mobile with a reliable signal, with the addition of PBX functionality. He needs a single number to be contacted on, that can easily overflow to his co-workers in the office when he is unavailable to take calls. Lucas also needs a tablet device to allow him to access and show files and drawings.

ISSUE / CHALLENGE	SOLUTION
Reliable mobile signal when travelling	Mobile-X multi-net SIMs
PBX features on the move	PBX Integration for overflow and conference calls
Office in the pocket	Smartphone with office applications such as email
Showing remote files	Tablet with GSM access and a second 'data' SIM

### Outcome

By giving Lucas a multi-net SIM he will always have a signal on his mobile to make and receive calls. Having access to PBX features such as call overflow and conference calling means that he can hold meetings with clients and suppliers and have the reassurance that important calls will be handled appropriately.

Lucas remains available and connected to core voice and data systems. The practice can maintain their core value of customer interaction and service.

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## Case Study

### REMOTE HEALTHCARE WORKER

#### Sarah is a Primary Healthcare Worker for a Local Health Authority.

Her role involves working day and night time shifts and is mostly carried out in the community where she visits patients in their homes. Sarah often works alone and needs to be in contact with her office, other health care professionals, local support teams, the Emergency Services as well as the patients and their families

#### Requirement

Sarah requires a reliable mobile phone that will work in even in the remotest of locations. She needs the ability to have PBX features such as short code dialing for other NHS departments, hold and transfer for making and receiving calls.

Sarah needs the ability to give a landline number to patients. This number needs to be part of a hunt group with other members of her team. She also requires the ability to give out a direct mobile number to healthcare professionals.

ISSUE / CHALLENGE	SOLUTION
Reliable mobile signal when travelling	Mobile-X multi-net SIMs
Multiple numbers	Landline and Mobile Numbers given to the mobile
PBX features on the move	PBX Integration for overflow and conference calls
Low cost handsets	Inexpensive GSM Handsets

#### Outcome

Knowing that she would have reception on her mobile phone allowed Sarah to feel confident when visiting patients homes. Sarah's employers felt reassured in the knowledge that their staff have reliable communication to allow them to communicate with other teams and services while carrying out their roles.

Adding the landline number means that people calling Sarah will always get their calls answered even when she is not on shift – these calls are handled by the broader support team in the office.