



# TELUS Alert and Assist

## Lone Worker Safety

Protect your greatest asset – your employees. The TELUS Alert and Assist suite of solutions helps your business be proactive about lone worker safety.

### Improve safety with real time information

- Access reports for comprehensive data on worker locations and safety
- Workers can easily set customized check-in schedules with proactive reminders
- Rest assured that in an emergency, any mobile worker can send an alert message at the touch of a button

### Gain peace of mind and be compliant

- Use Alert and Assist to be compliant with provincial and federal health and safety legislation
- Bill C-45 and Bill 168
- Optional 24/7 third party monitoring

### Quick & Easy – No additional hardware required

- Get up and running in no time at all
- No expensive equipment to buy
- Works with the most popular smartphones

## How it works

Work with TELUS to decide which solution best meets the need of your business, an easy to use Mobile App, Interactive Voice Response (IVR) or a combination of both. Alert and Assist works with most popular smartphones and your existing hardware for headache free implementation.

- Lone workers update their location with scheduled check-ins, text and voice notes
- Missed or failed check-ins will alert supervisors via SMS or email that assistance is required
- Send alerts at the touch of a button

Forget manual check-in processes and enjoy access to a suite of comprehensive reports and detailed audit trails from any web-enabled device using the simple and intuitive web-based portal.

- Manage users and Alert and Assist subscriptions quickly and simply
- Track mobile workers using the Mobile Application
- Create, edit and delete Geo-Fenced areas with ease



TELUS Alert and Assist  
Ideal for:

Health Care | Real Estate  
Construction | Social Services  
Sales | Maintenance | Repair



Text  
Message



Email



Report

## Select the TELUS Alert and Assist solution that is right for your business.



Solutions	Alert and Assist IVR		Alert and Assist LITE	Alert and Assist Mobile Application	
	<ul style="list-style-type: none"> <li>Mobile workers can phone a central Interactive Voice Response (IVR) system to: start a shift, set a check-in interval, check in, generate an alert, end a shift</li> </ul>		<ul style="list-style-type: none"> <li>Supervisors can locate mobile workers in real time to confirm their whereabouts</li> </ul>	<ul style="list-style-type: none"> <li>Users can set check-in intervals and use text notes to add important information at each check-in</li> <li>Missed check-ins and messages are automatically sent to a list of contacts who can locate the employee and dispatch help immediately</li> </ul>	
	<ul style="list-style-type: none"> <li>Combine IVR with Lite to add location awareness</li> </ul>		<ul style="list-style-type: none"> <li>No additional hardware required</li> </ul>	<ul style="list-style-type: none"> <li>With the push of a button, a mobile worker in distress can send an alert requesting assistance</li> </ul>	
Optional 24/7 Monitoring Centre	<ul style="list-style-type: none"> <li>Outsource the responsibility for employee monitoring, knowing that trained personnel will manage alerts, and assist employees in distress at any time of the day or night.</li> </ul>				
Features	Alert and Assist IVR		Alert and Assist LITE	Alert and Assist Mobile Application	
Price per month	\$5	\$30*	\$15	\$15	\$20
Price per call	35¢	Unlimited calls included	N/A	N/A	N/A
Devices	Any 3G+, LTE, CDMA, Landline or satellite phone/device		Select 3G+, LTE and CDMA devices and smartphones	Blackberry, Android and iOS Devices	
On demand lookups	No		Yes	Yes	
Alerts	Yes		No	Yes	
Interval (15, 30, 60 minutes) tracking	No		No	No	Yes
High frequency tracking	No		Yes (every 2.5 minutes)	Yes (every 15 seconds)	
Set Check-Ins	Yes		No	Yes	
Geo-fencing	No		No	No	Yes
Low battery notification	No		No	Yes	
Reporting	Yes		Yes	Yes	

## DO MORE WITH TELUS BUSINESS SOLUTIONS.

For more information on how TELUS Alert and Assist solutions can protect your workers, contact your TELUS sales representative, local business dealer or visit [telus.com/alertandassist](http://telus.com/alertandassist)



\*When TELUS Alert and Assist IVR is bundled with TELUS Alert and Assist Lite, a \$5 per month bundled price discount is applied. Therefore, the resulting Lite + IVR Pay per Use is \$15 per month and Lite + IVR Unlimited is \$40 per month.  
 †All features and benefits are not applicable across all TELUS Alert and Assist Solutions. Only available in TELUS wireless coverage areas in Canada within range of a wireless handset if the product and handset have enough power to operate. See telus.com for coverage maps. Client is responsible for monitoring of the service and for alert response. Not for use in high-availability applications or high-risk operations. © 2014 TELUS. 14\_00442EN-01