TOUCH THE TAG PLEASE

HARDHAT
Logistics

Liverpool based Hardhat Logistics has over 20 years experience in providing security related services to clients across the North of England. Hardhat specializes in protecting the construction, utility and infrastructure sectors, for which it provides gate keeping, static guarding, mobile patrol, and other associated services.

Proving to their clients that they are conforming to the agreed service levels and performing the required tasks is a key element of any security company's duties.

Rather than invest in "old" technology, Hardhat took the decision in 2007 to adopt Reslink's mobile phone solution for guards that utilizes the latest NFC "touch" technology. Since that date many hundreds of thousands of mobile transactions have flowed into the Hardhat system showing where their guards are and what they are currently doing.

Proof of Attendance

Wherever a guard must visit, indoors or outdoors, there is an inexpensive RFID tag placed that uniquely identifies that location, and unlike barcodes cannot easily be counterfeited. This provides the cornerstone of the solution, and all a guard then has to do is to touch the tag with their mobile phone to prove their presence.

Who they are, where they are, and the exact time are all instantly transmitted over the telephone network to the head office system.

> "Reslink gives us the flexibility to offer our clients a bespoke information system that goes far beyond anything else on the market. I have no hesitation in recommending Reslink's mobile solutions to other security companies"
>
> Ross Ferguson, MD, Hardhat Logistics

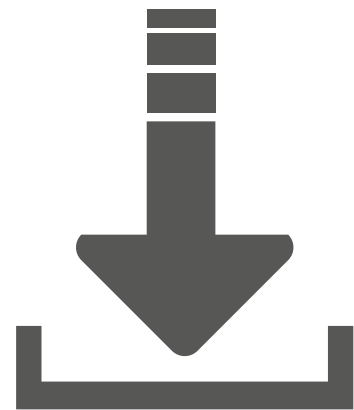# Data Retrieval

A simple to use tool like an NFC mobile phone makes it easy for the Hardhat guards to retrieve information relevant to where they are — they just touch a tag and services for that precise location appear on their phone.
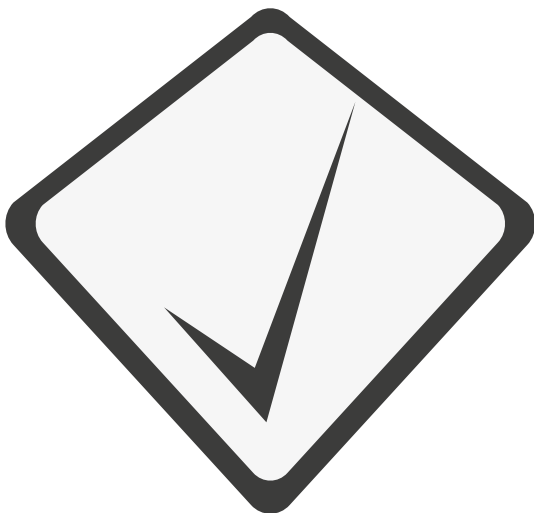
It may show them a list of tasks to perform there, or give them site contact information in the event of an incident, or allow them to review a history of events at that location. For ID checking, the guard can even touch a visitors ID badge and recall their photo-graph and details to the phone. All data is securely stored on the central database, not on the tag, and can be updated easily by Hardhat management, thereby keeping the guards "in the picture" at all times.

Data Collection

Recording data is equally simple for the guard to do with their phone. Start/End shift times, Incident and Visitor details are all automatically assigned to the right guard and right site when the data is collected. Data may be simple text input, or a selection from a pre-determined list, or even the taking of a photograph or a sound recording. No matter what type of data, it is immediately visible to Hardhat managers via Reslink's real-time Control Room display.

Attendance Alerts

Hardhat are particularly satisfied users of the Reslink Attendance Alerts module, which constantly monitors site checkpoints and immediately sends alerts by SMS and/or email if a guard misses a check within the specified timeframe.

"Having a full list of every transaction the guards do is great, but what I really need to know is what DID NOT happen, and that's where the alerts come into play. We can easily set up our own alerts and the system automatically notifies a supervisor by SMS if a guard doesn't attend a checkpoint. At the same time, it emails me so that in the morning I can see who has missed their checks"
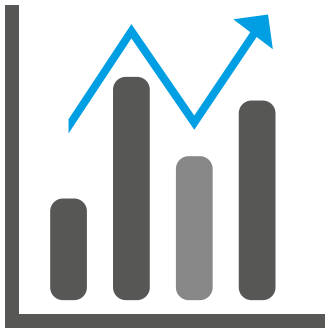
Ross Ferguson, MD

Panic tags and Van tags

The Reslink solution also allows Hardhat to make use of other types of tag, not just client tags — for instance Panic tags that the guard can touch if they believe they are in danger. This sends an alert to the Control Room, dials the police, and sends SMS and email messages to supervisors. For mobile patrols, a simple tag stuck behind the sun-visor in each van identifies it so that the patrol driver can touch to record their odometer readings, fuel levels, etc, at the start/end of shift.
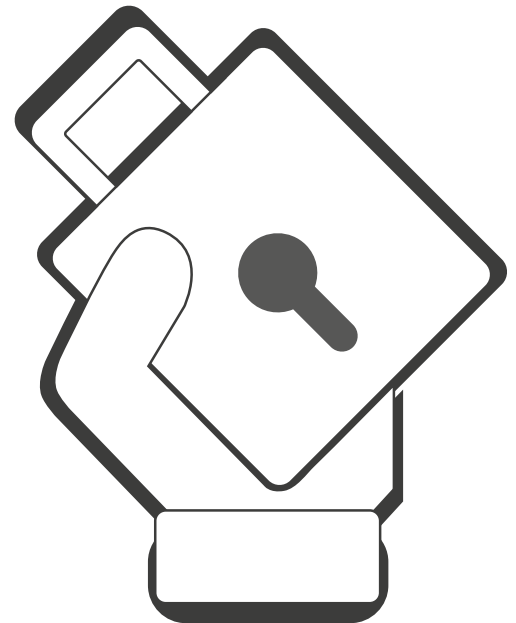
Management Reports

All data recorded by guards is instantly available in the Reslink web-based back-office system, where Hardhat managers have 24 hour access from anywhere, even at home. Reports provide a full audit trail of historical transactions and a list of daily/weekly working hours for every guard. All exceptions (attendance failures) are logged separately and notations may be added as to the reason for the failure. Information can be output in report, CSV or PDF format. The end-customers may also be given access themselves to the web interface in order to see their own data, although this option has not been implemented by Hardhat.

"The system has allowed us to phase out paper based log books in favour of electronic reports which can be emailed to the client daily....."
Ross Ferguson, MD

Keyholding

There can be a lot of paperwork associated with Keyholding. But when each key has its own RFID tag then all fixed data associated with the key, and everything that has happened to it, is held in the Reslink database. When a key is used, its tag is touched with the phone, and the appropriate data recorded. All neat, simple and without any paperwork.

Benefits of the
Reslink solution

• Guaranteed proof-of-attendance, for Hardhat management and the end-client
• Real-time web-based guard management
• Information in the guards hand at the place they need it
• Substantially reduces paperwork volumes
• Guards carry only one device, their mobile phone, that is simple to operate Helping the Sales team too A state-of-the-art guarding solution doesn't just mean peace of mind for Hardhat's customers. It is also a valuable weapon in helping Hardhat obtain new clients too.

RESLINK – Guarding – the Future