

# Case Study: ADT Security- Worker Safety



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## Client Situation

ADT, Inc. is an American company that provides residential, small and large business electronic security, fire protection, and other related alarm monitoring services throughout the United States. ADT owns several security service subsidiaries, including ADT Security, that specializes in security automation, technology, and mobile applications. The company employs more than 17,000 professionals in over 200 locations throughout the USA and ensures that six million customers remain as safe and secure as possible.

ADT Security wanted its mobile workforce to feel safe in all working environments. Its safety goal was two-fold: support the safety of fleet drivers and the public; and provide management with actionable data for continuous safety protocols. The company utilized Damstra's Solo application to connect workers with management and create a safer more productive work experience.

## Challenges

Prior to implementing Solo, ADT Security was facing the following challenges:

- **Worker Engagement**  
The need to enroll workers in a safety program was limited by worker perception of management's motives.
- **Mobile Workforce**  
With a fleet of drivers moving constantly, the need to safeguard the mobile workforce was critical for lone worker safety and improving driving behaviors.
- **Ease of Use**  
The need for one solution that worked easily for everyone, everywhere across diverse locations.



## Damstra Solution

With Solo, ADT team members feel protected, connected, and informed while creating a safer and more productive environment. Four modules comprise the Solo platform for worker safety:

### Lone worker safety for mobile team members

- Check-ins, interval reporting, and location
- Duress and panic alarms
- Real-time alerts when a worker overstays the activity or misses a check-in
- Minimise risks faced by lone workers
- Reduce exposure to significant work, health, and safety fines
- Business rules supporting geofenced zones on smartphones and watches

### Biometrics

- Active monitoring of a user's heart rate
- Detection and recording of steps taken during a session
- Detection of active and inactive metrics
- Awareness of abnormal results and notifications
- Trending and benchmarking of workers' biometrics

### Fall Detection

- Autoalert notification and location when a fall is detected
- Advanced algorithms detect up to 22 types of falls
- Messaging NS cancellation to avoid false positives
- Utilizes Samsung Galaxy watch accelerometers
- Communicate directly across sites and teams

### Continuous Connectivity

- In vehicle wireless mobile router
- Seamless switch to Satellite when out of standard coverage
- Start, pause, and resume a session
- Raise or cancel alerts
- Driving behaviour

### Damstra's Solo helped ADT Security:

- Improve driver behavior and safety
- Boost worker engagement with real-time data for safety management protocols
- Provide one application that all team members could use on their mobile devices
- Enhance their core belief of health and safety among team members and customers

## Outcomes

Since implementing Solo, ADT Security increased driver safety performance and improved worker engagement with the mobile application. One ADT professional reported, "I am more aware and conscious about my surroundings when I am on the road. I recommend Solo to other drivers."

Venessa Venter, General Manager, ADT Security explained, "It is important for us to keep our drivers safe on the road. It is really easy to use and very intuitive."

### ABOUT DAMSTRA TECHNOLOGY

Solo is a module in Damstra Technology's Enterprise Protection Platform (EPP). This comprehensive platform helps organisations maximize performance, safety, and profitability by orchestrating disparate processes and technologies.



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