

HIGHER EDUCATION

CriticalArc's distributed command and control solution, SafeZone™, is revolutionising the way universities manage day-to-day safety and security operations, giving students and staff emergency help at their fingertips and mobile response teams complete situational awareness.



Challenge

Traditional higher education campuses are under threat as the sector faces increasing pressure from globalised technology-enabled competitors, tighter funding regimes, and the increasing sensitivity of students and staff to the level of service received.

Growing international demographics and the availability of 24-hour social hubs and workspaces are creating pressure on the availability of security resources and challenges around incident reporting, especially relating to international students. Concerns for lone workers continue to mount as researchers work alone after-hours in high-risk laboratory environments and travel on study assignments around the world, far from the reach of CCTV and fixed help points.

Increasingly taking on additional responsibility, university security and safety teams need to achieve ever-increasing response and service levels, prove their performance and spend less capital on expensive fixed security infrastructure.

SafeZone Solution for Higher Education

CriticalArc is deeply committed to the higher education sector. Our senior management has engaged with more than 100 universities on five continents to understand the changing environment in which higher education providers operate, and develop ways to maximise their competitive advantage.

Traditional capital-intensive security systems still concentrate on protecting buildings and physical assets on campus, while SafeZone addresses the real challenges of delivering a safe and secure

**SafeZone**

learning and research environment for those who use campus - the students and staff. SafeZone™ also delivers unprecedented situation awareness to the university's incident response team, with unrivalled co-ordination and collaboration capability, and unparalleled opportunities to collaborate with volunteers and build continuous service improvements.

“ **Our students and staff now have a Help Point in their pocket and our security team has control room functionality on their belts.** ”

Dominic Marafioti

*Campus Facilities Manager
University of South Australia*

SafeZone's immediate location and identification of students needing help, eliminates language difficulties for non-native speakers and the cultural reticence of foreign students to call the police or emergency services. SafeZone ensures that responders know exactly where to go and what help is required without even taking a phone call. With safety and security one of the top three decision factors for students and their parents deciding on where to study, SafeZone offers institutions a clear competitive advantage without adding any burden on student finances.

Benefits

Higher education institutes and universities across the world are realising the benefits of SafeZone to drive increased efficiencies and service levels, to protect brand and reputation, all the while enhancing the wellbeing and safety of students, staff and visitors.

- ▣ **Drive Operational Effectiveness** - Enable complete, real-time situational awareness for the whole response team, leverage the power of collaboration, and open effective communications channels with all stakeholders by location, responsibility or interest group.
- ▣ **Build Occupational Health and Safety** - Know where staff and students are working outside hours; manage their safety effectively around the clock.
- ▣ **Take action on Equity, Diversity & Accessibility** - Level differences by delivering the same high-quality service to everyone irrespective of their cultural background or physical capacity.
- ▣ **Enhance Reputation** - Use SafeZone as proof of the institution's commitment to its duty of care; build competitive advantage in increasingly challenging recruitment environments.
- ▣ **Drive Value From Investments** - Leverage existing investment in fixed security infrastructure, by extending the reach of the response organisation far beyond campus boundaries for short or long periods, anywhere in the world, with no extra capital expenditure.



CriticalArc is a leading technology innovator, designing and developing the distributed command and control solution, SafeZone, which is revolutionising the way organisations manage safety and security operations.

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