

Safer journeys. Greater peace of mind.

Personal Tracking and Control Room Support



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When a journey needs attention

When someone doesn’t arrive as expected, families need reassurance, and the control room needs clear information to act.

Situations that may need attention

- A journey takes longer than expected
- Someone doesn’t arrive at school, home or another familiar place
- They enter an area you’ve marked as unsafe
- Their phone stops sharing its location
- They press the panic button

Seeing it early means you, and the control room, can decide what to do next.



How you stay connected

A phone or personal tracker shares location with approved family members and the control room, so everyone can work from the same information when attention is needed.

- **Location shared**

  Your family member carries a supported tracker or uses the tracking app.

- **You can follow the journey**

  Approved family members can check the person's location, while the control room monitors configured safety alerts.

- **Help can be coordinated**

  When an alert needs attention, the control room follows the agreed response procedure.

You stay informed, with professional monitoring available when attention is needed.



See where they are

Check the person's current or last known location and understand whether they are moving or stationary. Authorized control-room operators can view the same information when an alert requires attention.

- Check their current or last known location
- See whether they are moving or stationary
- Review previous movement
- View familiar places such as home, school and work

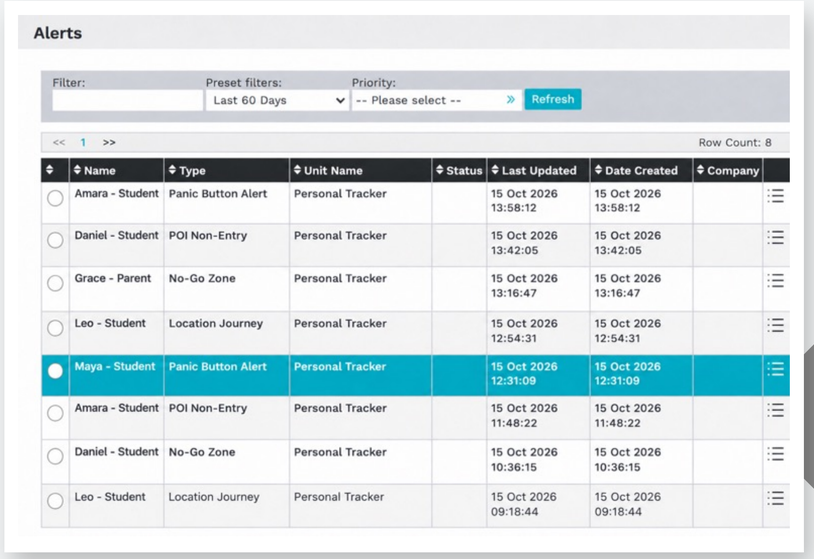
Shared location information gives you and the control room a clearer understanding of the situation.

Alerts when something needs attention

Configured alerts can notify the right people when a journey, location or tracking device may require attention.

- **The person requests assistance**
  Panic Button Alert
- **A journey takes longer than expected.**
  Location Journey Alert
- **The person does not arrive at an expected location.**
  POI Non-Entry Alert
- **The person enters an area marked as restricted.**
  No-Go Zone Alert
- **The tracking device stops reporting as expected.**
  Data Interval Alert

You and the control room can see who needs attention and what has happened.



Illustrative alert list



What Happens After an Alert?

When a panic or safety alert requires attention, authorized control-room operators can review the person’s location and follow the response process agreed for your service.

- Review the alert and current location
- Contact the person or nominated emergency contact
- Escalate according to the agreed response procedure
- Coordinate a responder when required
- Monitor the response and record the outcome

A defined process helps the control room assess the alert and coordinate the appropriate next step.

A clear record of what happened

After an alert, reports and historical records help the control room understand what happened before, during and after the event.

Available information can include

- **Location history:** Where the person travelled during a selected period
- **Alert history:** Panic requests, restricted-area entries, missed destinations and communication issues
- **Journey records:** Whether expected journeys were completed on time
- **Place history:** When the person entered or left locations such as home, school or work
- **Response notes:** Who was contacted, what action was taken and how the incident was resolved
- **Exportable records:** Information for follow-up, accountability or client reporting

Name	Report
Site Visits	POI Visits
Person Late Start	Late Start / Early Finish
Panic Events	System Input Report
Journal Entries	Journal Entries Report
Input Report	Input Report
Daily Person Activity	Daily Activity

Scheduled personal-tracking reports

Clear records support informed follow-up and provide a more complete view of the incident.



Use case:
The journey home from school

Your child travels from school to home using the tracking app or a supported personal tracker.

How the service helps

- You can check their location during the journey
- School and home can be marked as familiar places
- An alert can flag when the journey takes longer than expected
- An alert can flag when your child does not arrive home
- Your child can activate a panic request if assistance is needed

Outcome

You gain clearer visibility of your child’s journey. If an alert needs attention, the control room can view the relevant location information and follow the agreed response procedure.



Use case: Panic assistance at home or on the move

A protected individual has access to a panic button through a personal tracker or tracking app.

How the service helps

- The panic request appears in the control room
- The operator can view the person’s current location
- The operator attempts contact and assesses the situation
- Find Closest Vehicle can identify the nearest available responder
- The control room monitors the response
- Actions and the final outcome are recorded for follow-up

Outcome

The individual has a direct way to request assistance, while the control room has the location information and response tools needed to coordinate the next step.



Connected personal protection

Book a live demo or talk to a product consultant today.