



## CASE STUDY

A DAY IN THE LIFE OF SARAH



## MEET SARAH...

### THIS IS SARAH

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Wife, mother, HR manager... Sarah is a busy woman with loads on the go. Like most modern women, she relies on her mobile phone to get life done easier, from work to play. And with Secure 911, she is able to prioritise safety and security with just a few taps of her screen.

Whatever happens in Sarah's day, she is able to use Secure 911's features to keep herself and her family safe and get rapid response help in the case of an emergency. Wherever Sarah and her family are during their daily routine, Secure 911 is along for the ride – turning Sarah's smart phone into a panic button and connection tool.



## A DAY IN THE LIFE OF SARAH USING SECURE 911...

### FIRST THING – MORNING CHECK-IN

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Before starting her day, Sarah uses SECURE 911's Overwatch feature to check in on her community groups and sees that she has a suspicious person alert from her neighbours, an elderly couple. She makes a note to keep an eye out for any unusual activity when she leaves for work and to message her neighbours directly to check in later.

#### ***How does Overwatch work?***

*As a member of her neighbourhood watch group, Sarah has set up a community group through Secure 911 to allow the families in her street to stay connected for better security and increased awareness. This group lets everyone stay in touch as well as send a number of different automated alerts (including home robbery, fence alarm, trespasser, suspicious person / activity, report of a hijacking) to keep everyone in the know. Sarah can also use the SECURE 911 Chats feature to chat one-on-one with other SECURE 911 members.*



## A DAY IN THE LIFE OF SARAH USING SECURE 911...

### DURING THE DAY – WORK AND SCHOOL RUNS

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Sarah takes her children to school, making plans with her teenaged daughter that she will go home with a friend. Later that day, Sarah uses SECURE 911's Monitor feature to check in on her daughter's location, reassuring herself that she is safe and sound at her friend's home. She also sends her a one-on-one chat message and gets a reply back right away.

#### ***How does Monitor work?***

*Through Monitor, Sarah has set up a family group where, as Admin, she is able to monitor her family's whereabouts and message them in real time. This means she can be always in touch and make sure they are on track, wherever, whenever.*



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### EVENING – ON THE WAY HOME

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Driving home from work, Sarah breaks down on the side of the road – she doesn't know what's wrong with her car but she's stranded and she doesn't feel safe. Thanks to SECURE 911, she doesn't panic – she just reaches for her phone and looks through the options on SECURE 911's Panic SOS feature. As she has experienced a breakdown, she sends out an automated Armed Response alert. With just one press of her mobile screen, her alarm is picked up by the SECURE 911 24/7 control room and a dispatch vehicle is sent to stay with her until roadside assistance arrives. While she waits, she uses SECURE 911's Quick Access panel button to stay in touch with the control room.

#### ***How does Panic SOS work?***

*As a SECURE 911 subscription member Sarah has access to the premium Panic SOS feature on the app. This feature gives her access to the following rapid response services – rapid armed response in the case of a vehicle breakdown, emergency medical evacuation services, medical assist advisory hotline, and home protection services in the case of a home invasion. Whatever the emergency, she can also simply hit the Panic SOS button which will instantly connect her to the 24/7 Control Room where, depending on the nature of the emergency, the trained operator will respond with the appropriate service. She can also use the Quick Access panel button to stay in touch with the Secure 911 control room, check her panic alert history, access her profile, and browse her Secure 911 contacts.*



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### LAST THING – BEFORE BED

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Sarah's young son has been feeling ill and she's not quite sure whether she should take him to the local ER or not. She uses the Secure 911 app to contact the 24 hour medical advice hotline and support centre where trained medical personnel help her decide what to do next.

She also checks in with her community groups, sends one-on-one chat messages to a few contacts and speaks to a Secure 911 representative who is doing a follow-up call about her earlier vehicle breakdown experience. Sarah goes to sleep secure in the knowledge that, should there be an emergency at home or on the road, with herself or her family, help is only a touch away.

#### **How does Secure 911 work?**

*Secure 911 is an easy-to-use, interactive smart app designed to tackle security concerns and help those you love in high risk situations. Accident, medical emergency, or home invasion, with our PANIC SOS feature, you will be instantly connected to a 24/7 monitoring and dispatch centre who will make sure help is on the way. With the same app, you can use the free MONITOR feature to locate your loved ones wherever they are. You can also use the OVERWATCH and CHATS features to set up online community groups for increased security awareness.*



*Want to know more? Visit our website [www.secure911.co.za](http://www.secure911.co.za)*