

» SAFETY OPERATION CENTER — FACT SHEET

Monitor your employees in the field with Blackline's professional 24/7 live monitoring services. Our Safety Operations Center (SOC) agents are armed with industry leading tools through the Blackline Cloud, allowing them to facilitate expert emergency responses without sacrificing your business's productivity.



Our Safety Operations Center is the critical link between your employees and the help they need during an event, managing alerts in real-time following your tailored emergency response protocol.

OUR SUPERIOR TRACK RECORD



33,000+
devices monitored globally



12sec
acknowledgment time average



300,000
alerts managed in 2020



99.6%
alerts acknowledged in fewer than 60 seconds

FIVE DIAMOND CERTIFIED

Granted by The Monitoring Association (TMA), the Five Diamond designation acknowledges monitoring centers that satisfy their five points of excellence:

- ◆ Random inspections and quality criteria standards
- ◆ The highest levels of customer service
- ◆ Ongoing education with 100% of agents certified using the TMA online training series
- ◆ Raising the industry standards through TMA membership and participation
- ◆ Reducing false dispatches

OUR MISSION

To deliver exceptional judgment, superior safety monitoring and emergency response management to ensure everyone can return home safely at the end of the day.

With a commitment to the industry's highest standards, we aim to be your partner of choice. With our safety monitoring team by your side, no call for help ever goes unanswered.

OUR INFRASTRUCTURE

- Dual back-up internet connections
- Redundant power supply
- Fail-safe Blackline Cloud-hosted monitoring and support through Blackline Live
- Emergency mobile monitoring equipment
- Secondary location in case of evacuation

