

Soundshield™ Case Study



Acoustic Protection in Critical Environments

THE CUSTOMER

Fire Command and Control Centre

COUNTRY

United Kingdom

PRODUCT / SERVICE

Emergency Services

soundshield

The World's most Acoustically Safe Headset solutions:



Soundshield 4G™ Acoustic Safety device with Soundpro™ Corded Headset



Soundshield Wireless™ Headset

UC Optimised for

Skype™ for Business / Lync®, Cisco® Jabber®, Avaya, ShoreTel®, Mitel®, Genesys®, Alcatel® and NEC®

The Challenge

The Fire Command and Control Centre call handlers of this Fire Service were struggling to hear callers due to the background noise from fire alarms when fires were being reported by the public. The call handlers routinely increased the volume of their headsets above a safe level to hear callers. On one particular occasion, the noise level was such that a 999 call had to be abandoned. This was a situation that could not be repeated.

Action Taken

After a number of trials were conducted, the Fire Service installed the Soundshield Acoustic Protection device, confident that it would provide complete acoustic safety to call handlers and enhance call quality in this critical environment.

The Result

Since the award-winning Soundshield has been installed, call handlers are protected from all acoustic incidents.

Soundshield intercepts and removes the background noise of alarms and sirens during calls, allowing clearer, more effective communications and a more rapid response to the public. Indeed communications between the control room and fire engine crews have also been improved.

Soundshield works seamlessly between telephone and radio systems, removing fire engine sirens so that call handlers can speak to the crews on the ground more effectively.

Hearing damage to call handlers from malicious calls has also been eliminated. As the Soundshield detects and removes alarms, it also removes bells and whistles frequently used to provoke an acoustic incident by troublesome callers.

Uniquely, Fire Service management are now able to demonstrate their duty of care to staff and compliance with the European Noise at Work Directive through the use of Soundshield's Soundstat software.

Hearing damage amongst their call handlers has become a 'thing of the past'. Staff can now take calls in life threatening situations without having to jeopardise their own well-being.



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