



**Deutsches
Rotes
Kreuz**



Success Story
DRK Hochtaunus

In action for the essentials. More transparency with key management.

Introduction - our client:

The German Red Cross in the Hochtaunuskreis is one of the largest providers of networked assistance for old aged people and included 800 volunteers and 400 full-time employees. With its outpatient care service, home emergency call, menu service as well as the offer of inpatient care for the elderly in the Kaiserin-Friedrich-Haus in Kronberg, the district association contributes to adequately supporting older people according to their individual life situation and adapted to their respective need for help and care. As a service provider in the rescue service, its operational area covers the entire Hochtaunuskreis with an operational volume of approx. 35,000 missions per year. In addition, it provides social care and specialist counselling for approximately 750 refugees in refugee accommodation for the Hochtaunuskreis and operates two day care centres for children.

9

Cabinets

1.500

Cabinet access
in the month

38

Rescue and
ambulance
vehicles

The challenge:

The district association DRK Hochtaunus is spread over 9 locations and has around 2300 keys to manage. On the one hand, there is the company's own fleet of vehicles to organise, including 38 rescue vehicles. On the other hand, the DRK manages the keys of its home emergency call customers. Long searches for the various keys cost valuable time.

Accordingly, the DRK district association has been looking for a solution that creates efficiency through improved organisation. Another basic requirement was to ensure that the customer's property was properly secured. Another reason is to increase the traceability of key movements and to be able to make informed decisions. This transparency should improve the quality of service and increase the sense of responsibility of everyone involved.



Our solution:

Since 1997, we have been supporting the DRK in the area of home emergency call and vehicle management. In the meantime, with 9 electronic key cabinets distributed over various locations, our systems are used on average 50 times a day.

The sensitive issue of managing customer keys has been elegantly solved with the group rights and user rights allocation of the ecos webman.

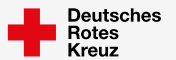
According to the „need-to-know“ principle, only authorised persons have access to customer keys. The accesses and organisation of the teams is prepared weekly on Friday for the following week.

Thus the electronic key cabinets are an integral part of the work processes of the DRK Hochtaunus. The quick creation of users and the unlocking of keys by PIN code or RFID transponder improve the processes enormously.



André Seidel
Team Leader Service Center

„Traceability and second-by-second analysis is in case of operation enormously important. With the system we can always trace every key movement, in the sense of our customers. This creates an important basis of trust for both sides. „



The result:

Today, both the DRK vehicles and the keys of their clients are secured and an alarm is automatically triggered in case of theft.

If keys have not been returned for some time, this is noticed and the administrator receives a notification.

