

Case study

TWIG responds to social risks as perfectly integrated pocket-sized system

Customer requirements

Axitea was looking for a pocket sized system that could be perfectly integrated with its own Security Operation Center in order to launch [Ayuto](#), the advanced and professional service for the request of rescue.

The solution needed to respond effectively to the latent but constant feeling of insecurity of employees working

- on night shifts
- located in remote sites or
- in special conditions of travel or relocation.

There was also a need to respond to the employee uncertainty of how to behave and protect oneself in the event of aggression or danger, in accordance with current legislation.



TWIG fulfilled all requirements

TWIG lone worker alarm devices allow Axitea to maximize the offer of its [Ayuto](#) service, being ideal to meet every need:

• Anti-aggression

By pressing the emergency button, the [TWIG Neo](#) personal alarm device sends an “Aggression” alert to the Axitea SOC with the geographical coordinates (GPS) of the last position detected by the device. Once the alarm has been sent, the microphone in the device allows the operator to listen to the environment to recognize any clues related to emergency situations or danger.

• Antitheft

By simply pressing the alarm button of the [TWIG Neo](#) device, the trader in distress sends a robbery alarm signal to the Axitea SOC that after listening to the environment will alert the Law Enforcement Authorities providing indications for an effective intervention.

• SOS Lone Worker

The alarm signal can be generated automatically by the device, in case of a fall due to sickness or accident ([Mandown function](#)). The operator verifies the request for help through a hands-free call on the device and if the event turns out to be real, the SOC contacts the numbers for urgent communications, providing the necessary information in order to allow them to promptly activate the rescue intervention (ambulance, fire brigade, rescue teams, etc.).

[Axitea](#) is the Italian leader of the Global Security Providers for Physical Security and Cyber Security. Since 1914, the company has been a point of reference for the industry, ensuring the highest safety standards for international brands such as AC Milan and LUBE Industries.

Axitea has a certified Security Operation Center (SOC) to manage physical and cyber alarms from different systems control, sensors and IoT devices 24/7 365 days a year.

The logo for 'twig' is written in a lowercase, bold, sans-serif font. The letter 'i' has a small dot above it, and the letter 'g' has a small dot above it as well.



System integration enabled by Irbema

Since the beginning of 2022, over 400 TWIG devices are active throughout Italy and communicate directly with the Axitea SOC platform thanks to the integration built on the basis of the API provided by [Irbema](#).



TWIG advantages

Users find TWIG devices convenient and easy to use, also because they can always communicate with the operation center 24 hours a day thanks to their long battery life.

Another important aspect for Axitea was to guarantee to all users of the service maximum efficiency and operation throughout the Italian territory.

Working with the most innovative multi-operator SIM cards, TWIG connects to the mobile phone provider that has the best signal, ensuring maximum coverage in every situation.

“Axitea always chooses the best technology to offer the best service to its customers. We are very satisfied with TWIG devices because of their high quality and their perfect integration with our systems.”

TWIG devices enable us to deliver an excellent service to our customers and increase the safety of workers and people.”

Giovanni Fiorino, Product Manager of Axitea.

twig