Roinn Cumarsáide, Gníomhaithe
ar son na hAeráide & Comhshaoil
Department of Communications,
Climate Action & Environment

EIRCODE

TASK
Limited Group

EIRCODE CASE STUDY

TASK

TASK is a leading provider of emergency alarms, telecare devices, security systems and tracking devices, and operates a 24/7 monitoring centre from its headquarters in Co. Meath.

WHAT ARE THE KEY BENEFITS TO TASK OF USING EIRCODE?

Allows faster response times for **emergency services** call-outs, and saves time spent directing ambulances

Increases the **reliability and efficiency** of TASK responses to clients

Increases efficiency in directing engineers for installation and **service calls**

Reassures TASK's vulnerable customers and their families that emergency services know their **precise location**

Helps more effective analysis, for example, targets areas for **marketing purposes**

TASK provides monitoring solutions to customers in many industries worldwide, with many individuals and commercial clients using TASK systems to stay safe and protect their property. TASK's telecare solutions also support independent living for tens of thousands of customers throughout Ireland, most of whom are older people living alone.

How are Eircodes helping TASK?

TASK is using Eircodes to:
- give directions to engineers carrying out installations and services calls; and,
- give accurate addresses and the precise location of homes to the National Ambulance Service (NAS).

TASK records the Eircodes for all new installations. It has also collected and recorded the Eircodes from most of its existing customers. When TASK receives a call from a client who, for example, needs an ambulance, it automatically retrieves the Eircode from its database and quotes it to the NAS, which uses it to arrive at the location without delay. If there is not an Eircode already in the database, TASK will ask the client for it at the time of the call, if that is appropriate.

Scale of savings or improvements

Many TASK customers live in remote areas, and it can be a major challenge for TASK to get and give directions to rural addresses. These directions are difficult for anybody who is not local, and they are particularly difficult to follow at night, when landmarks such as a local shop or 'the bungalow with a green roof' are not easy to see.

TASK now uses Eircodes to find customers' homes for initial installation, service calls and, most importantly, when calling the NAS. This increases efficiency dramatically. By pinpointing the exact address for the NAS, it can respond without any delay caused by difficult directions.

It is very reassuring for clients to know that TASK is directing the ambulance to the correct location, thereby saving precious and sometimes critical time.

Using Eircodes provides operational efficiencies for TASK. More importantly, however, it enables TASK to provide a higher quality of service and even greater reassurance to its vulnerable customers and their families.

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