

Scientific Games: Lone Worker Safety



About Scientific Games

Scientific Games is a global leader in the social and online gaming and lottery industry. They are based in Las Vegas, Nevada, and have approximately 150 locations and 10,000 employees worldwide.

The Situation

Scientific Games employs many Field Service Technicians that conduct off-site repairs for various terminals, slot machines, lottery systems, and more. This includes lifting and moving materials, commuting to job sites, and working in public areas. Some of these technicians work alone, putting them at risk for safety concerns such as injury, theft, and assault. Scientific Games wanted to ensure that these lone workers had easy access to safety resources, regardless of their location.

The Solution

Scientific Games had previously deployed the Vector LiveSafe platform, so they decided to increase its value for lone workers. They began sending more regular, tailored Broadcast messages, including those with Check-Ins that prompt workers to confirm whether they are safe or need help. They also customized the Resources section of the Mobile App to include a repository of safety information, including training videos for workers to reference as needed.

The Result

Increasing Broadcast and Check-Ins usage has helped Scientific Games to facilitate lone worker awareness and safety. Additionally, after updating the Resources section with safety information, they saw a spike to over 3,000 Resource views in 2020-2021.

“The LiveSafe platform really is a good way for us to connect with our teams, make sure we have a check-in capability, and to push resources to them.”

Christopher Dott

Senior Director of Global EHS, Scientific Games