

OIL AND GAS INDUSTRY SERVICES

Stericycle Communication Solutions provides Oil and Gas organizations with expert Telephone Answering, Alarm Monitoring, and Work Alone services to suit all your business objectives. We have 20+ years of experience serving our clients, while helping to increase employee and site safety, providing cost savings, and improving commitment to customers.

FEATURES

Telephone answering Service:

- **Extension of your brand:** Calls are answered according to your specifications, including reception, message dispatch, emergency response, and appointment scheduling.
- **Customized protocols:** Customized scripts, call protocols and message templates are used to ensure all interactions are handled appropriately.
- **Interactive features:** Online message viewing, on-call management, audio recordings, emergency response specialists, and multiple message dispatch.

Alarm Monitoring:

- **Immediate Response:** We ensure that alarms that monitor sites, gas plants, and compressor stations receive an immediate response, helping you to prevent financial loss.
- **Alarm integration:** Integration with your alarm or SCADA systems allow for timely and accurate alerts to manner while following your escalation protocols.
- **Timely Dispatch & Emergency Response:** In the event of an activation, technicians can be dispatched or our agents act as an emergency response line.

Work Alone:

- **Maintain Compliance:** Meet occupation health and safety regulations for employees who work alone.
- **Check-in Solutions:** Customizable 24/7 employee check-in solutions through live voice or self-check-in methods.
- **Emergency Response:** Our agents follow the necessary emergency response protocols for any employee who requires assistance or works with hazardous materials and environments.



USES



Treatment plants



Oilfields



Gas and power plants



Logging and mine sites



Well sites



Lone workers



Compressor stations

BENEFITS

- **24/7/365 availability:** Be available to your employees and customers around the clock, without hiring additional employees or dedicating staff time to answering calls.
- **Scalable:** Adjust to fluctuating call volumes without additional resources.
- **Experienced Agents:** Our professionally trained agents take calls so you don't have to.
- **Dedicated Support:** Receive detailed reporting and documentation for compliance, and access to a dedicated account manager.
- **Increased productivity:** Our professionally trained agents answer your calls so your employees can focus on other important business activities.
- **Improved safety:** Dedicated agents ensure your employees always reach a live person when needed.



To learn more about oil and gas industry services, visit stericyclecommunications.ca or call Stericycle Communications Solutions at 1.800.218.5855.