

# Award-winning company release new iPhone app

**An award-winning company has just announced the successful development and release of a new iPhone application for one of its top clients.**

The app is the result of an innovative idea by Graham Warby, operations manager at (Response) EPR Ltd, UK emergency electrical and plumbing specialists. It has been specifically developed by AutoAlert, a vehicle tracking company.

This is the first app which allows insurance company loss adjusters and their onsite restorations contractors to submit new jobs from anywhere in the world using mobile 3G technology. This is linked to (Response) EPR Ltd and AutoAlert's web based application.

"The introduction of this app will have first class benefits," announced head of AutoAlert, Richard Harris. "Automatic text alerts notify the policy holder of the technician's call and estimated arrival time.

The job status can be monitored, invoices automatically generated and administration reduced. "The iPhone app will show EPR to be a leading player in the industry," added Mr Harris.

The company already uses the AutoAlert system to track their vehicles, receive, schedule and distribute jobs, whilst working on behalf of all major insurance companies.

"This is excellent news for the loss adjusters, their agents and the policy holders," commented Mr Warby. "Now the correct specialist emergency technician in fire or flood damage can arrive on site and can get the policy holder's life back to normal in the shortest possible time."

Combined with the technological expertise by the team at AutoAlert, customers can be confident of a job well handled. Sounds like a dream app. <http://www.autoalert.me.uk> and <http://itunes.apple.com/gb/app/epr/id440359520?mt=8>

# Specialist service aims to help companies control 'runaway' mobile expenditure

**With many companies now providing staff with smart phones as the latest executive 'must-have', there is a real danger these data hungry devices become a 'runaway' item of expenditure. The latest version of Efttel's Mobile Expense Management service aims to help companies get soaring mobile phone expenditure under control.**

22 June 2011 – Efttel, the telecom cost management specialists, have introduced a new, advanced version of their Mobile Expense Management (MEM) service to take account of the increasing trend of companies providing staff with 'data hungry' smart phones. Mobile smart devices have become the latest executive 'must-have' but they can generate significant amounts of data usage with a real danger that it becomes a 'runaway' item of expenditure. The latest version of Efttel's MEM, developed in-house, aims to help companies reduce their mobile expenditure. Providing a range of benefits, the MEM system can:

- establish a clear inventory of all billed mobiles; ensuring all mobiles are correctly accounted for and costs are allocated to the appropriate cost centre;
- ensure the network operator is applying the correct rates;
- indicate whether high-spending users should be switched to a better roaming or data tariff;
- highlight unusual call patterns or misuse by employees.

Commenting on this specialist service,



Efttel's Managing Director, David Rosenthal, said, "Companies need to be aware that the more they equip staff with data-hungry smart phones, the higher the risk they will incur soaring mobile phone bills, so it is important they have adequate controls in place to monitor this.

"The latest version of our Mobile Expense Management service meets the needs of any company or organisation that is concerned that this item of expenditure doesn't get out of control, especially when looking for cost savings to stay competitive in difficult trading conditions.

"It can perform a 'forensic' analysis of a mobile network operator's electronic billing data and through regular expense management reporting will, in most cases, deliver significant savings with no disruption to a company's day-to-day operations and involving little effort on their part".

*For more information about Efttel's mobile expense management service, contact the company on 0800 376 0100 or visit their website at: <http://www.efttel.co.uk>.*

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## To Tweet or not to Tweet

**Social networking sites are now thoroughly integrated in everyday life, and the work place is no different. But with employees, it opens up a myriad of legal liabilities.**

Joanne Kavanagh, Head of Employment at Morrisons Solicitors LLP, investigates employment law issues raised by social networking and how to deal with these issues.

**Posting offensive comments or images about work**

Making offensive comments on Twitter and Facebook that have a derogatory affect can lead to dismissal – and if it's proportionate, employment tribunals will uphold it. The employee's rights of privacy and freedom of expression in the Human Rights Act 1998 will be taken into consideration.

**Misuse of employer's confidential information**

LinkedIn can present serious problems because an employee may post his employer's business contacts and use them after his employment has ended.

**Excessive use of social networking at work**

Use of social networking during office hours can have a serious impact on the productivity of a business.

**Relying on online information when recruiting**

Employers who use information stored on social media sites to recruit job applicants are at risk of unlawful discrimination claims.

**Seven practical steps to protect your business**

1. Update your disciplinary policy to prohibit unauthorised disclosure of confidential information online, damage to reputation and excessive personal social networking.
2. Introduce a social media policy that controls employees' unacceptable use of social media during and outside working hours.
3. Ensure that you have a robust equal opportunities policy. Taking steps to prevent discrimination can be a defence to a claim of unlawful discrimination.
4. Quickly deal with complaints of discrimination or bullying/harassment on social media sites as if the incidents occurred at work.
5. Review contracts of employment to ensure they state that LinkedIn contacts remain company property and information stored on social media should be returned on termination of employment.
6. Ensure your recruitment processes are non-discriminatory and that you have objective business reasons for rejecting any particular candidate.
7. Monitor employees' email and internet use for compliance with your social networking policies.

*For further information contact Joanne Kavanagh on 01737 854 500.*