Three Tiers, Each Built on the One Before It

Navigator comes in three tiers, and each one includes everything before it. Below you will see how many features each role gets and how emergencies work at each tier. Page 2 has the full comparison, feature by feature.

CONNECT

View your fleet.

Basic admin and dispatch tooling. No subscription required.

Included with every Navigator organization.

OPS

See your crews live.

Everything in Connect, plus subscribed workers on the live map and device settings you control.

RESPOND

Answer the emergency.

Everything in Ops, plus automatic emergency detection on the device, the emergency map and chat for every user, and responder groups.

BY ROLE

What each seat gets

The number of features included for one person in each role, counting both web and the mobile app. Features limited to designated emergency responders are not counted. Access follows subscription and role, and admins assign and control Ops and Respond seats.

ROLE	CONNECT	OPS	RESPOND
Admin	6 OF 14	9 OF 14	14 OF 14
Dispatcher	3 OF 14	5 OF 14	8 OF 14
Mobile user	1 OF 14	3 OF 14	6 OF 14

How emergencies work at each tier

CONNECT AND OPS

Your responders take part in the emergency from any tier.

When an emergency is raised in your organization, anyone your admins have set as a responder is notified in Navigator Mobile, and can follow it and talk with the other responders on the emergency map and chat.

A worker without a Respond seat has no automatic emergency detection.

RESPOND

The worker's own device raises the emergency.

When the worker's Compass device detects an emergency event, it starts a 30-second countdown. The worker can confirm early by holding the SOS button or cancel by holding the main button, and when the countdown ends the designated responders are notified.

Impact, fall and arc flash detection are set in the response settings your admins build and assign.

Questions about the tiers or how to assign them?

Your Safeguard representative can help you match the right tier to each seat. You can also email **support@safeguardequipment.com** or visit **safeguardequipment.com**.

ADMIN VIEW, ON WEB AND THE MOBILE APP

What each tier adds

The tiers are additive, so a checkmark carries forward to every tier on its right. Shaded cells are features that tier dœs not include yet.

	CONNECT 6 OF 14 FEATURES	OPS 9 OF 14 FEATURES	RESPOND 14 OF 14 FEATURES
PRESENT FROM CONNECT			
Live map [1] UNLOCKS AT OPS Live crew tracking	🔒	✓	✓
User Management Accounts and access	✓	✓	✓
Manage Users [2] User administration	✓	✓	✓
Create / Manage Groups [3] Crew grouping	✓	✓	✓
Device details popup Single-device status	✓	✓	✓
Subscription seats [4] Seat assignment	✓	✓	✓
Receive emergency alerts [5] Incoming incident alerts	✓	✓	✓
Emergency map and chat [6] Incident location and responder chat	Responders only	Responders only	✓
ADDED AT OPS			
Receive device configuration [7] Settings on device		✓	✓
Build and assign device configuration [8] Device policy		✓	✓
ADDED AT RESPOND			
Responder groups [9] Response teams			✓
Build and assign response settings [10] Impact, fall and arc flash detection			✓
Receive response settings [11] Policy on device			✓
Detect and send an emergency [12] Automatic detection on the device			✓

✓ Included at this tier 🔒 Present but locked Responders only Designated emergency responders only Not part of this tier

NOTES

1. Live map. Present and locked at Connect. Admins can open the map once the organization holds at least one Ops or Respond seat. At Ops: Only subscribed users appear. During an emergency every user appears, subscribed or not.
2. Manage Users. Web only.
3. Create / Manage Groups. Web only.
4. Subscription seats. Web only. Admin assigns and controls Ops and Respond seats.
5. Receive emergency alerts. Every user receives emergency SMS messages. In the mobile app on Connect and Ops, only designated emergency responders get app notifications. At Respond: Every user gets app notifications.
6. Emergency map and chat. Mobile app only, for designated emergency responders. At Respond: Granted to every role on both web and the mobile app.
7. Receive device configuration. Connect users run the fixed Base configuration. Ops and Respond users get the Default configuration, which admins can edit, or one they assign.
8. Build and assign device configuration. Web only. Assignable only to users holding a paid subscription.
9. Responder groups. Web only.
10. Build and assign response settings. Web only. Assignable only to users holding a paid subscription.
11. Receive response settings. Requires a Respond subscription on the device.
12. Detect and send an emergency. Starts a 30-second countdown, then notifies the designated responders.