

SLSQ Hub: Technology for Beach Safety

SLSQ protects 8,000 km of coastline with 34,000 volunteers. With Globant Enterprise AI, it optimized shift management, training, and certifications, improving volunteer experience and efficiency.

Problem

SLSQ's Learning Management System (LMS) had limitations that hindered the volunteer experience. It did not allow easy access to courses or enrollment requirements. Additionally, it lacked a clear way to track certifications and achievements, complicating compliance with training requirements. These issues affected volunteer efficiency and satisfaction, ultimately impacting beach safety by limiting access to essential training.

Objective

SLSQ needed a solution that provided volunteers with a clear view of their membership, rescue awards, and certification requirements. The platform had to recommend courses based on qualifications and restrict enrollments without prerequisites. These improvements aimed to optimize training, enhance the volunteer experience, and ensure continuous skill development, strengthening beach safety operations.

Challenges

The solution had to be intuitive and accessible for volunteers aged 12 to 70 with varying digital literacy levels. It also needed to streamline award and certification management, reducing update times. Another challenge was optimizing administrative tasks and ensuring seamless integration with a legacy system without disrupting operations or causing data conflicts, maintaining efficiency and consistency across the organization.

Solution

In collaboration with Cumulus Technologies, **we developed "SLSQ Hub" using Globant Enterprise AI in just three months.** The platform centralizes all essential information, allowing volunteers to check their membership status, rescue awards, patrol shifts, and completed hours. It also facilitates course enrollment, certification updates, and access to micro-courses from a single location.

Additionally, **the Hub enables volunteers to ask questions about aquatic rescue and receive responses based on SLSQ-approved policies, ensuring accuracy and consistency.** The solution streamlined administrative processes, reducing update times and improving the volunteer experience. Now, members can easily access the training and certifications needed for their roles.

The platform also ensures that volunteers enroll only in courses for which they meet prerequisites, preventing errors and optimizing training. **With an intuitive interface accessible to all experience levels, SLSQ Hub has significantly improved operational efficiency and member satisfaction.**



Results

SLSQ Hub has simplified volunteer management, enabling real-time tracking of membership and certifications. **The platform has processed over 25,000 rescue awards, enhancing training and skill development.**

With Globant Enterprise AI, volunteers receive quick, accurate answers to rescue procedure questions, aligned with best safety practices. This solution strengthens beach safety and supports SLSQ's mission to reduce preventable drownings in public waters to zero.