

# CASE STUDY

## MITEC HELPING TECHNOLOGY & INNOVATION CUSTOMER

### Services Provided:

Security personnel, key holding, alarm response, mobile patrols, camera patrols, remote monitoring, system design and technology.

### What was the customer looking for?

Previously, the customer had several security providers across its portfolio, and as such, the service was very fragmented. They wanted a security partner that could integrate its security provision, and Mitie's total security management approach fitted its objectives. This was a significant challenge which demanded not just the creation of a single contract, but a fundamental re-engineering of security processes and procedures. The customer not only wanted to improve the current service delivery through integration, but to release cost savings to the business without increasing the risk profile across its estate.

“Convergence, innovation and a flexible approach to the changing business needs were key to the development and implementation of a successful security strategy. Mitie’s understanding of these requirements and their commitment to delivering security services that meet these strategic objectives was significant during deliberations and the award of the contract.”

Customer Head of Group Security.

### How did Mitie help?

We took time to fully understand the key security risks for the customer in their specific environments and the wider sector, recognising where technology would add value to the contract, and where integration would generate efficiencies.

Our initial solution included a combination of security personnel, key holding, alarm response, CCTV patrols and mobile patrols with remote monitoring at over 40 locations in the UK.

### Mobilisation

The mobilisation phase of the contract was critical to the implementation of a new service delivery model for. It was during a three month process that we were tasked with turning our concepts and innovative thinking into an operational model that protected the customers people and assets, from day one of the contract.

We provided a dedicated mobilisation manager to oversee this period, who was responsible for re-designing the whole service and ensuring that all our services were fully integrated. His experience of operational best practice meant the impact of the implementation was kept to a minimum, and gave total peace of mind to the customers stakeholders.

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We have introduced a number of initiatives to support the service delivery which included:

### **A fully integrated KPI and SLA reporting tool**

The bespoke online reporting tool provides the customer with a detailed monthly report on all aspects of our service. This is critical to the customer, as they have empowered us to provide a fully managed service from our Mitec pod. We are tasked with monitoring all sites and providing an adequate response should there be a security issue. Our reporting is therefore critical to providing them with the transparency of performance across all service lines.

### **Electronic assignment instructions for all services with search and escalation facilities included**

Following the mobilisation of this contract, we have successfully achieved a paperless service, something which we embrace as it supports Project Exodus - a Mitie initiative to become a paperless business. A key component of this was to automate the onsite assignment instructions, which include the escalation process for incidents, including contact names and numbers.

The customers have already seen the benefits from going paperless, saving the operators considerable time printing new versions, ensuring consistency that the latest version of AIs are their sustainability targets.

### **Security System Upgrade**

We have recently further extended our service, having been commissioned to design and install a security systems package to upgrade their existing legacy system.

The customer totally supports our risk-based approach to security and built its security strategy around our total security management model.

This shared vision has meant we have been able to advise and implement innovation and make bold changes, implementing a technology-led solution in place of traditional manpower. Understanding their risk profile and business strategy has been critical to the success of our partnership.

Providing a combination of security personnel, key holding, alarm response, CCTV patrols and mobile patrols, and remote monitoring at over 40 locations in the UK.

### **The Pod**

Mitec, is our state of the art technology centre (BS 5979 Cat II ARC NSI Gold), instrumental in transforming the customers security. We have implemented a dedicated pod, where we manage all command and control for the contract, through the utilisation of a direct line and an addressed email account for only their sites.

The pod is manned 24/7 by experienced control room operators, who have full visibility of the entire UK estate. They are responsible for checking that all officers are on duty, and ensure regular welfare checks as part of our lone working protection service.

The team remotely monitors all unmanned sites through camera patrols, as well as despatching our response fleet should a security issue occur. The pod provides the eyes and ears at a holistic level, and is a central point of contact. The pod also offers a fully audited trail of all incidents, via a reporting process for all services.

### **The Results**

The integrated approach to the contract has resulted in significant cost savings, and a greater robust level of security. We have maintained our dedicated approach, via a strategic account manager for the contract, who works closely with our risk and operational specialists. This was to combat the fragmentation they had experienced previously and to improve communication through a single point of contact.



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Our partnership allows for open communication and continuous evaluation and fresh thinking. We have become a lot more than just a supplier; we are a strategic partner who contributes to their wider security group strategy.

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