

CASE STUDY

SECURITY CONTROL ROOM SUPPORT

Services Provided:

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

What was the customer looking for?

- To offer a single point of contact for colleagues and property welfare requirements, including out of hours lone worker checks
- To answer calls within an optimum timeframe, to provide secure support and guidance to colleagues and managers
- To provide additional support to the customer's control room.

How did Mitec help?

Mitec implemented a dedicated security control room, which is accredited to BS5979/BS8484 NSI Gold Standard, the highest level available for the devices and systems monitored. Mitec's security control room, operates 24 hours a day, 365 days a year, to support a number of requirements required by the customer, including but not limited to, the following:

- Absence, resource, and welfare management of 3,000 Mitec security officers, dedicated to the account
- Supply and maintenance of all custom built Lone Worker watches and SMART apps, in partnership with Lone Worker Solutions
- Surveillance of electronic security systems
- Social media monitoring.

Customised Lone Worker Equipment

As the customer's security experts, we proposed a selection of our lone worker solutions to support the safeguarding of staff across the portfolio.

Mitec now provide the SOSWatch for the customer's colleagues and security officers:

- Notification and response to a Heartbeat Welfare Check
- Discreetly activate 'Push4Help' Red Alert call
- Vital signs monitoring and reporting
- Up to an 8-hour battery life.



Adding Value

As the relationship with and the team have become better acquainted with the customers business processes, we have begun the implementation of the following additional reporting and analytics capabilities, to support the Sainsbury's team:

Travel Desk

The Security Control Room now provides a weekly update to all colleagues who are traveling internationally. This update covers details of all those travelling, and includes topical information regarding the countries to which they are travelling, covering everything from the weather to the political climate and Home Office travel advice.

Social Media Monitoring

The Pod also provides a weekly report on all the customers 'Hot Topics' that are gathering momentum on-line. The team reviews and grades the importance of each trending item, providing additional information where appropriate.

Supporting Mobile Response

Since July 2017, the customers team have been working alongside the Mitie Mobile Response teams to support local retailers within the vicinity of the customers premises in Brighton with security concerns. This pilot's aim is to provide additional support locally, whilst preventing unnecessary calls to the local constabulary.

Results

- 100% of calls answered within 60 seconds or less
- Smart PSD SOSWatches successfully rolled out to over 7,000 colleagues and officers
- Mitie have created and delivered training material to all stores utilising the PSD (personal safety device).
- Mitie security team working alongside the Mitie team have hosted value-add sessions with the customers project team, to review and improve processes, resulting in more efficient and dynamic reporting
- The security control room handles over 800 incidents per month, dispatching emergency services in over 5.5% of those cases raised.



24/7 social media monitoring and welfare support to over 7,000 colleagues and security officers answering 100% of calls within 60 seconds.

