

SES Takes Over Electronic Security & Monitoring Services for 2,000+ Retail Sites

CHALLENGE

For two years, the client had been looking for a new alarm monitoring service provider that could step up and meet their complex and comprehensive security alarm monitoring needs. They were looking for a trusted advisor that had the scale and resources to meet the breadth of their 2,000+ locations and a company with a depth of services including 24-hour priority service, dynamic reporting, advanced alarm monitoring, permit management, false alarm management and remote diagnostics.



SOLUTION

As a partner and trusted advisor, SES evaluated the client needs and learned about their business operations before proposing a centralized programmatic approach to their loss prevention needs. Ensuring standardization and compliance across all locations was key. **The centralized approach involved an SES program management team to deliver the highest quality service from installation project delivery to on-going service and 24/7, UL-Certified alarm monitoring.** The SES team consisted of the SES Engineering Center of Excellence (CoE), Five-Diamond certified alarm monitoring center, field service, advanced technical support and program management; all supporting the dedicated account management team. SES collaborated with the client to develop specific key performance indicators (KPI's), establish a dynamic client Program Charter outlining mutually agreed upon principles, and implement quarterly business reviews (QBR's) to ensure the highest level of service for the client.

RESULT

- Reduced project delivery variability through SES Centralized Programmatic Approach
- Elimination of permit-related fines through SES alarm management services
- Improved alarm and service tracking through SES SecureStat® dynamic reporting
- Reduced on-site service repairs and improved service response through SES remote diagnostic services and SES' national field service network
- Improved service levels, operational cost and new technology application

To learn more, contact your SES Account Executive or [855-331-0359](tel:855-331-0359) | insidesales@securitates.com.