

# Access to security officers on demand

**“Securitas has been working with us for 10 years. They provide a brilliant, proactive service”**

UK Facilities Manager

## A service they can rely on

An organisation’s ability to respond and adapt to changing circumstances is fundamental to its success.

Over four decades, our client has become a global leader in omnichannel customer experience management by adapting their offering to their own customers’ evolving needs.

Today, they provide customer care, telesales, technical support, digital solutions, analytics, back-office and other specialized services to some of the world’s most famous brands.

Securitas’ ability to flex and adapt our offering to the needs of this business underpins the strength of our 10-year relationship with them.

## The story in brief:

- For 10 years, Securitas has provided this client with on-site and remote security services
- Their requirements fluctuate according to circumstances – for example, during the pandemic more staff worked from home, leaving those who remained in an almost empty office feeling more vulnerable
- Responding rapidly, Securitas provided additional dedicated officers for extra security and reassurance
- Good communication, a pool of trained resources and a flexible contract ensures Securitas can swiftly fulfil any client’s changing needs
- This client scores Securitas 10/10 for both price and reliability.

## Fast facts

1

**Sector**  
Customer engagement, IT services, Media and Marketing

2

**Location**  
Global

3

**Services**  
On-site security  
CCTV  
Remote security  
Mobile  
Lock/unlock







“We responded swiftly to this change in circumstance by providing out-of-hours and weekend security cover, enabling the organisation to manage their workstreams without having to worry about the safety of their teams.”

Stuart Hillier, Branch Manager  
North East and Cumbria

### A bespoke solution

The combination of services we provide at their Gateshead site includes security officers on the premises throughout the working day, a mobile security unit that locks/unlocks the building as required, and remote monitoring of CCTV and security alarms.

All of these services can be re-configured in line with the client’s requirements, something that the Gateshead Facilities Manager identifies as a key benefit, saying, “Ours is an ever-changing business with ever-changing demands, we really value the fact that Securitas is quick to respond, even at short notice.”

At the start of the global health pandemic, our client prioritised the safety of its employees by implementing successful work at home strategies. This saw the number of its people working from home (worldwide) grow from 10,000 to 220,000 in just eight weeks.

#### Responding swiftly to change in circumstances

However, one of the consequences of this successful transition was that some people whose role required them to be present at the Gateshead site felt more vulnerable, as they were working in almost empty offices – particularly if they were having to stay later to complete essential work.

“We responded swiftly to this change in circumstance by providing out-of-hours and weekend security cover, enabling the organisation to manage

their workstreams without having to worry about the safety of their teams,” says Stuart Hillier, a Securitas Protective Services Branch Manager who liaises regularly with the client.

“The out-of-hours security presence was augmented by our mobile open up/lock up service.”

In a recent ‘Voice of Customer’ survey, this client scored Securitas 10/10 for both price and reliability, commenting in addition, “The management team are really good at communicating with us. Their officers, whether permanently assigned to our site or just providing ad-hoc cover, are always well trained and of a consistent standard.”

“Nationwide, we keep a number of experienced officers on standby ready to be deployed at short notice,” explains Stuart, “This ensures we can always provide dedicated, trained relief at any client site, as and when it’s needed.”

To find out more about how our solutions-led approach could support your security needs please get in touch.

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