

Security solution combines technology with the human touch

State-of-the-art security systems and STARS quality

“The STARS deliver a very professional service – we’ve had many compliments and positive feedback from both staff and customers”

Michele Dugdale
Siemens Location Manager

About Siemens

Operating in more than 200 countries, Siemens is one of the world’s largest producers of energy-efficient, resource saving technologies.

It is number one in offshore wind turbine construction, a leading supplier of combined cycle turbines for power generation and power transmission solutions, and a pioneer in infrastructure solutions and automation and software solutions for industry.

The story in brief:

- Securitas has been Siemens’s security provider across the UK, Ireland, Scandinavia, Baltic States, Denmark, Netherlands and Poland for nearly a decade
- In 2018, they asked us to propose a world class security and front-of-house solution for their Manchester Head Office site, following its redevelopment
- We recommended a site-specific intelligent CCTV system with analytical detection, ANPR access control barrier system and remote monitoring support. This solution combines with our STARS, specialist security trained front of house professionals, to create a welcoming but secure reception area.

Fast facts

1

Sector
Energy

2

Location
Manchester

3

Services
CCTV,
remote monitoring,
access control,
STARS





“Reception is where our clients get their first impression of our site... when we discussed our requirements, Securitas recommended their STARS.”

Michele Dugdale
Siemens Location Manager

A long-standing relationship

In the UK, approximately 140 full time Securitas staff provide Protective Services at various Siemens’s locations including commercial headquarters, regional offices, depots and manufacturing facilities.

The Manchester head office is a flagship building and, during its redevelopment in 2018, the business was determined that it should have a world class security and front of house service.

Our Securitas specialist teams proposed a site-specific intelligent CCTV system with analytical detection, ANPR access control barrier system (for vehicles) and remote monitoring support via the Securitas Operations Centre (SOC).

These technologies integrate and combine to create a virtual 360-degree intruder detection system.

Best of both worlds

The other critical component of the front of house services we provide for Siemens at this site is our Security Trained Assistance and Reception Services (STARS). “Reception is where our clients get their first impression of our site”, explains Michele Dugdale, Siemens Location Manager, “When we discussed our requirements, Securitas recommended their STARS. A visit to a site with an existing STARS service was arranged to show us the impact the service has for visitors.”

STARS are highly professional individuals with SIA approved security qualifications. Trained and qualified through our bespoke programme, they combine security and front of house in a single role.

Training is tailored to the needs of the organisation where they are deployed – for example ensuring they know about the different functions and structures of the departments operating within the building.

As the first point of contact, they create a warm welcome for staff and visitors alike.

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

@securitasuk securitas.uk.com

