



Securitas Operations Centre

Cobra House, Otronsia Drive, Wavendon Business Park, Milton Keynes, MK17 8LX

Welcome from the Country President

The new Securitas Security Operations Centre (SOC) was opened on the 17th September 2015. This is an extremely important move by Securitas to lead the Security Industry into an innovative approach combining both the traditional manned guarding element of security with leading edge technology.

The facility, located in Milton Keynes' prestigious Wavendon Business Park, will bring together Securitas' communications, dispatch and ARC teams in a purpose-built, people-friendly environment, which will be the hub of the Securitas solutions strategy. The actual ARC will be the first ARC in the UK to be built to the new NSI standards (BS EN 50518) and particularly important for the operators will have natural daylight due to the unique way that it has been built. Normally an alarm receiving centre is in a dark bunker due to the high NSI standards and to protect the security of the building. Securitas has built the ARC as a building within a building to ensure that the operators are highly motivated and can deliver the best service to our customers.

Our Securitas Strategy

At Securitas we have an industry leading approach to total security solutions. The total solution is proposed based on the customer risk. This means that risk management is allied to the cost effective provision of service. In the Securitas model, the customer is put at the centre of all security delivery.

The security guarding levels are optimised and colleagues are trained by Securitas, to work smartly with both technology and monitoring solutions.

This core value is achieved through the local management structure, which is prevalent in all Securitas operations globally where management who are directly delivering the Solutions hold the decision-making responsibility.

The SOC in Milton Keynes is pivotal in this solutions strategy. The SOC will be the hub of operations for our customers, technology, monitoring, dispatch and our officers. Alongside the ARC on the ground floor will be the remote technology support team and a uniquely designed customer area demonstrating Securitas' technical solutions and providing visitors with a more hands on, interactive experience.

In a complete integrated solution everything is stored in the private Securitas cloud so that we, and our customers, can access it all the time and from any location. The cloud gives visibility and an interface to the information gathered from the security world.

Based in the HIVE within the SOC we will have seventy operators controlling the alarm monitoring and mobile dispatch for our integrated solutions customers throughout the UK.

The SOC is home to the Securitas Training and Development Academy, where all future bespoke Securitas training will take place. This comprises of two training rooms for the delivery of courses as well as a number of meeting/ breakout rooms capable of accommodating up to 10 people. There is an auditorium/conference room with the capacity to accommodate up to 100 people, together with an executive boardroom. In addition to the ARC and communications centre, supporting our teams in the field from the SOC will be our HR & Finance team, IT team and Bid Team.



Brian Riis Nielsen
Country President Securitas UK

Advancing security through new technology

Securitas serves a wide range of customers in a variety of industries and sectors. Our security solutions are designed to incorporate a high degree of technology content.

While manned guarding still represents the cornerstone of Securitas, we continuously work to develop our offering. This enables us to meet customer-specific demands at a competitive price.

The Securitas Operating Centre is a state-of-the-art facility home to the Alarm Receiving Centre (ARC), built to BS EN 50518 standards and the new Securitas Training & Development Academy, accredited by City & Guilds - a first for the industry.

The Core of our Integrated Solution

At the Securitas Operating Centre, specialised operators manage on-site guarding, mobile patrols, monitoring services and remote video solutions.

The operators working at the Securitas Operating Centre are quick to address a variety of different problems and solve them in accordance with our customers' requirements.

Whether it's alarm activation, missed check calls or an engineer request, our specially trained operators, supported by a bespoke call handling system, will take appropriate action to despatch an officer, mobile unit or contact one of our many technology partners.

Investing in the skills of our people

The Securitas Training & Development Academy will deliver a professional development system guided by individual training and development planning, facilitated by highly-supportive coaching, mentoring and education all of which is hosted within a modern educational environment, aiding our people to achieve their personal goals.

Our City & Guilds accreditation covers a range of job roles including customer service, leadership and management, accounting and IT. After a robust training programme, successful candidates will have achieved the highest standard of training and preparation available for Security within the UK today and be truly deserving of the City & Guilds Qualification.



Securitas relies on a solid foundation of expertise and know-how.

Combining tools and equipment that utilise technology, presents us with the ability to create security solutions that add value for our customers.



Securitas Training & Development Academy

Securitas Training & Development Academy strives to become regarded as the elite security industry development centre within the UK. We place high precedence on providing Securitas Operations with a resource which sets and raises high levels of industry excellence throughout all of our colleagues along with providing strategic support to all of its stakeholders, clients and tenders.

Likewise via its partnership with City & Guilds, the Securitas Training & Development Academy aims to produce formally recognised industry-leading qualifications constructed to ensure all recipients are trained and recognised to be able to deliver operational requirements to award winning standards.

The Securitas Training & Development Academy signals a revitalised and tailored approach to learning and professional development within the organisation itself. A dedicated environment, underpinned by Industry specialists and Learning & Development specialists, ensures an effective, powerful and holistic training experience for all Securitas employees.

The Securitas Training & Development Academy will provide the basis for successful transition into the organisation from a robust recruitment journey into the career possibilities and core values of the Securitas brand.

The training portfolio is designed to optimise the skills and potential of each employee, at every stage of their career with the company, be long serving or newly on-boarded.

The Securitas Training & Development Academy acts as the hub therefore for all training and development initiatives and consistently makes this available to the length and breadth of our operation via blended, modern, learning methods.



Customer Experience Centre

The new Securitas UK Experience Centre provides us with an opportunity to showcase the services Securitas believe our customers can benefit from our holistic approach to Security.

After a visit at the Securitas Experience Centre, you will depart with a new understanding of Securitas' capabilities as a security solutions provider, a conviction that Securitas has the relevant knowhow, have a new inspiration and interest about the benefits of security solutions and technology. We will walk you through our end to end process, demonstrate our perceived customer challenges, evidence some technology and its practical utilisation within your organisation, demonstrate a range of our services and how you have interacted with them throughout your visit in addition to showing our tools and reporting platform Securitas Intelligence System.

The Experience Centre demonstration will provide you with interactive scenarios and experiences, real-incident clips, videos and other tools and displays to evidence the trust held in our security. It is designed to allow us to create virtual scenarios and presentations using high end media display tools like our Smart Table and media display walls. We will create a virtual testing environment in conjunction with suppliers for customers who want to see and feel what a proposed solution would look like to them, enabling them to have confidence in the solutions we are providing.

From the customer experience centre we can view the HIVE which encompasses our alarm receiving centre, mobile dispatch and security officer monitoring. From the secure viewing station we provide customers an insight into how we handle their services for monitoring, mobile and remote services without increasing our risk of data protection breaches.

We will show some typical security risks and challenges which we see throughout various sectors and we will apply some solutions to mitigate these to allow you to see how these services, when applied in the correct ratio, can provide very cost effective solutions.

Securitas want to ensure our customer has a bespoke Security Solution and as such we will incorporate all services into a single contract with one point of contact and one monthly invoice. As part of this contract we provide a lifecycle maintenance contract for all of our supplied technology, which means we will retain ownership of this equipment, and upgrade this to the latest technology suitable to your requirements throughout the contract period, to ensure that our customers stay at the forefront of the security marketplace, and deliver proactive crime prevention on their sites at all times. All too often we see customers who make massive investments in their technology platforms for them to become obsolete within 3 years with no return on investment. We will ensure this does not happen and will actively manage the security solution to provide as many other applicable services to your organisation as possible.



Securitas Intelligence Solution

Securitas is proud to present its latest technology solution to the security market and exclusive to Securitas customers.

The Securitas Intelligence Solution (SIS).

Securitas understands the importance of quality intelligence and data to our customers, but also recognises the challenges involved in trying to make sense of it all. An abundance of information is required from many different sources to enable informed security decisions to be made.

The challenge of collecting timely information from many different security and risk sources, is not without significant cost and effort and that is only the start.

Having collected a monumental amount of information, the task of ensuring it is timely, relevant and valid also requires a substantial amount of effort and resources.

The time and processing involved in collecting and making sense of important information, ultimately leads to delays and dilutes the value of any information acquired, potentially impacting critical decision making.

The Securitas Intelligence Solution provides the answer to all of these issues and much, much, more!

Act

Security never sleeps and neither does the Securitas Intelligence Solution. While on duty, be it night or day, officers are able to access SIS. Mobile risk dashboards provide officers with simple and concise information in advance, directing them to areas with the highest likelihood of a security incident. Specifically at that time of day, on that day of the week, in that month, in that location. This means they are always more likely to be in the right place, at the right time.

Plan

With accurate and timely data available via the intuitive Securitas Intelligence Solution dashboards, Securitas are able to proactively customise and plan the most efficient security solutions in partnership with its customers. SIS facilitates one of, if not, the most tailored and flexible approaches to security solutions the industry has ever seen. Securitas has developed new data driven security solution planning models, enabling a tailored and flexible security services.



1. Input



2. Review



3. Forecast



4. Plan

5. Act

Input

Securitas is leading the way in data collection and aggregation within the security industry. Data is collected by security officers and managers using Securitas' customisable, industry focused SIS apps and technology solutions. Combined with data feeds from government agencies, police forces, intelligence agencies and other 3rd parties, the Securitas Intelligence Solution is unlimited in its ability to collect data.

Review

Working in partnership; Securitas and its customers are able to view focused intelligence dashboards at the click of button. Displaying specific, risk, quality of service and bespoke information unique to each customer, a current snapshot and history of a security landscape is available instantly. By showing past trends and changes, enabling instant decision making. All of this is accessible securely via the Securitas Customer Portal, enabling anytime, anywhere access via a web or tablet browser on the go.

Forecast

As well as a current security snapshot, SIS stores and processes data from its many sources, then takes it one step further. With all information directly linked to geo-location data, potential areas of risk can be identified in advance using the intelligence dashboards and maps. With information captured at individual locations within a building or site, data can be viewed from national level down, location level up or any other level in between, instantly with the tap of a finger.

The Securitas Intelligence Solution is unique to Securitas. From the industry specific apps to the clear, intuitive and focused intelligence dashboards; SIS is enabling a revolution in the way security solutions are planned, executed and continuously improved.

A new security alternative for businesses

Securitas' approach to security solutions means incorporating systems, people and equipment into one combined high-performing solution.

This solution is then managed by a single point of contact; Securitas.

The Security Operating Centre services the entire security solution, where specialised operators coordinate all security services, as well as providing statistics, analysis and other customer support.

Alarm services

Securitas offers security alarm solutions and services, applicable in both corporate and home environments.

Canine services

Security officers perform guarding services with the help of specially trained dogs.

Corporate investigations

Corporate investigation services, including background screening of personnel and fraud investigations.

Executive protection

Mitigating risk exposure through personal protection by specially trained security officers.

Loss prevention

Services aimed at minimising disruptions, theft and loss. Also included prevention services specifically designed for store and retail environments.

Mobile services

One security officer serves multiple customers within a limited geographical area and carries out patrols, call-out services, and locks and unlocks of business premises.

Receptionist/concierge services

A security officer performs a combination of services including access control reception and customer service.

Remote video solutions

Included remote security services such as alarm verification, entry/exit management, escorts, patrolling and perimeter protection.

Response/call-out services

An alarm response officer responds to various types of disruptions and emergencies.

Safety services

Includes, among other services, fire protection, medical aid, evacuation assistance, emergency planning, crisis management and traffic safety.

Screening

When strict access control is needed. Securitas offers tailored screening services for both people and objects.

Security consulting

Securitas offers various degrees of security consulting, normally including thorough risk analysis and detailed security planning.

Specialised guarding

Specially trained security officers perform services tailored to the customer's business and security requirements.



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