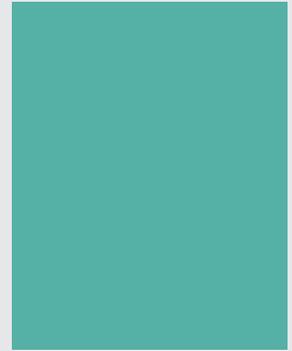
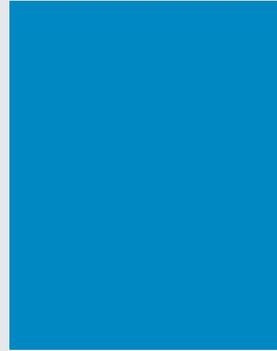


Case Study

High Tech Security



Micron Technology



Finding the right talent for a busy manufacturing plant.

Challenge

Micron Technology's relationship with Securitas USA dates back to 2006 when the global semiconductor manufacturer first brought in contract security to supplement the in-house force at their Virginia facility. Located in Manassas on the western edge of the metropolitan Washington, D.C. area, the manufacturing plant employs over 2,000 people working in four shifts around the clock.

Finding personnel with the right combination of skills is a priority at Micron. Officers must be able to manage a number of specialized systems in a very busy atmosphere all the while providing top-notch service. "Officers need to have the ability to multi-task, think on their feet, take initiative, learn and apply procedures, deal with stress, deal with boredom and operate in a changing environment," explains Roger Scott, Micron's Security Program Coordinator.

In 2013, Micron decided to outsource all security for the Virginia facility to Securitas USA. While the majority of the new Securitas USA staff were hired directly from Micron's security team, it did mean a change in employment and policies.

Solutions

"Securitas handled the changeover as delicately and professionally as they could," notes Scott. The decision and implementation occurred very quickly, and the two companies coordinated together to keep the same staff on at the same pay rate.

Micron now relies on Securitas to make sure new hires have the level of judgment and maturity to fit the post. "Officers need to be able to learn the access control systems, have initiative and provide productive customer relations," Scott says. "They also need to be firm. If the answer is no, they need to say that without alienating the client." Securitas, with its breadth of hiring and training resources, is able to field those officers.

Beyond officers, Securitas has also worked to make sure the manager has the right personality. A conversation with a Securitas Area Vice President resulted in the Micron account being assigned to a Branch Manager who has been a better fit for their business style. "[The Branch Manager] comes out every single week to check on the folks who are out here; he's very receptive to what we see as any problems, and very receptive to the officers," Scott reports.

Another solution has been the use of SecuritasConnect, which gives Scott an instant security snapshot of the facility from the latest patrol, as well as access to history and reports. Securitas has designed Micron-specific templates, provided staff training, and even streamlined the interface so that officers only see the templates they need. In addition, Micron's Corporate Security Manager created twelve categories of reports based on the statistics they wanted to see each quarter. While Micron did have a previous systems for reports, he praises the Securitas On-site Management System for its adaptability and ability aggregate data. "The System is night and day better," says Scott.

Results

While outsourcing is never easy, Scott credits the Securitas USA management for a smooth changeover. "Securitas has been receptive to our needs. When we've had problems, they've responded to our request for help, made corrections that have worked, which has been great."

