Shaping the security
of tomorrow
Hyatt Tysons Corner
March 25-26, 2025
Washington, DC
Securitas

Shaping the security of tomorrow

Securitas

Securitas Global Clients Event

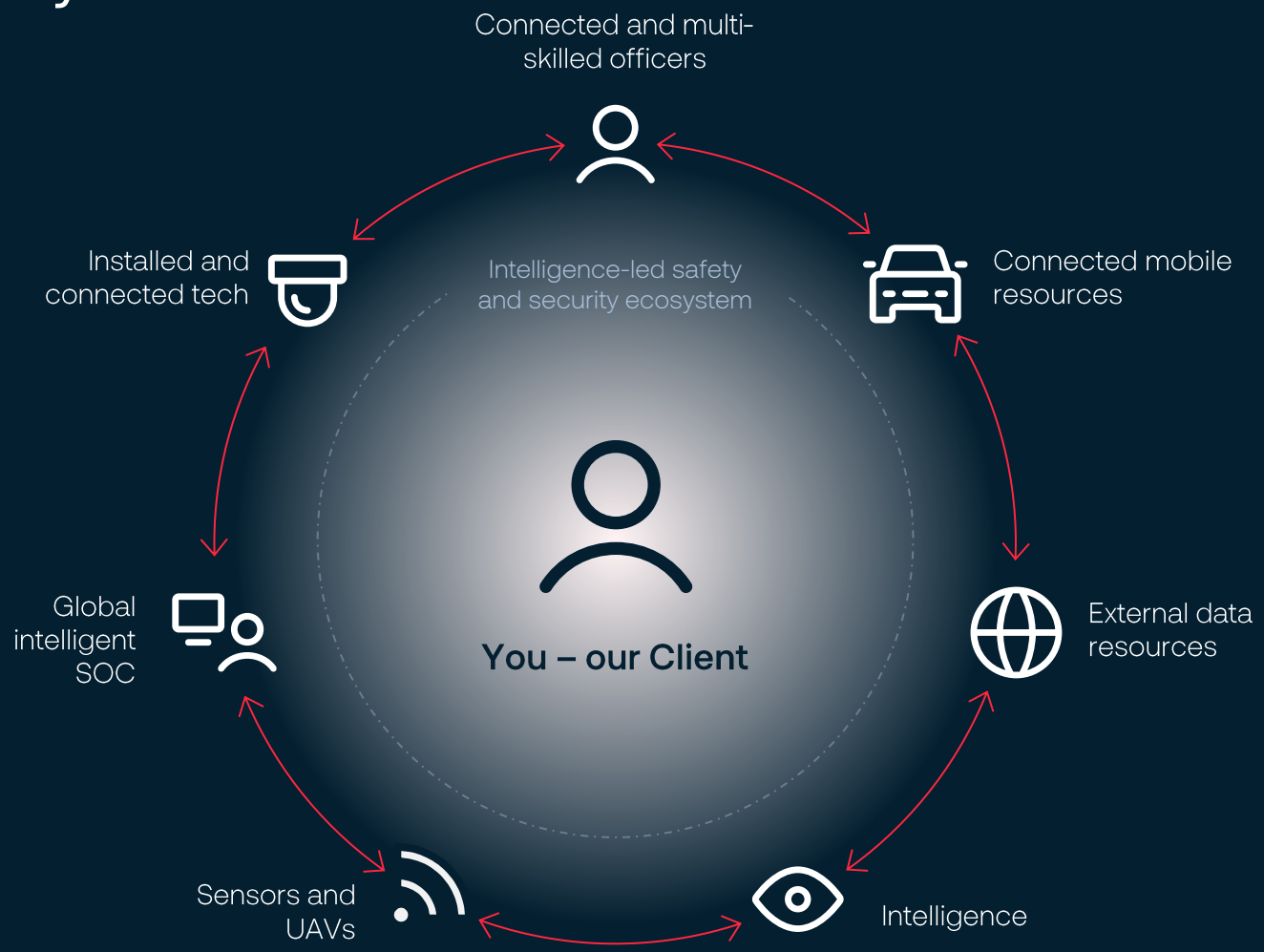
Leveraging AI and digitalization to deliver intelligence-led security

MARTIN ALTHÉN
President, Securitas Digital

JONAS FLORVIK
VP Intelligent Services, Securitas Digital

Gustaf Bylund
VP Digitalization, Global Clients

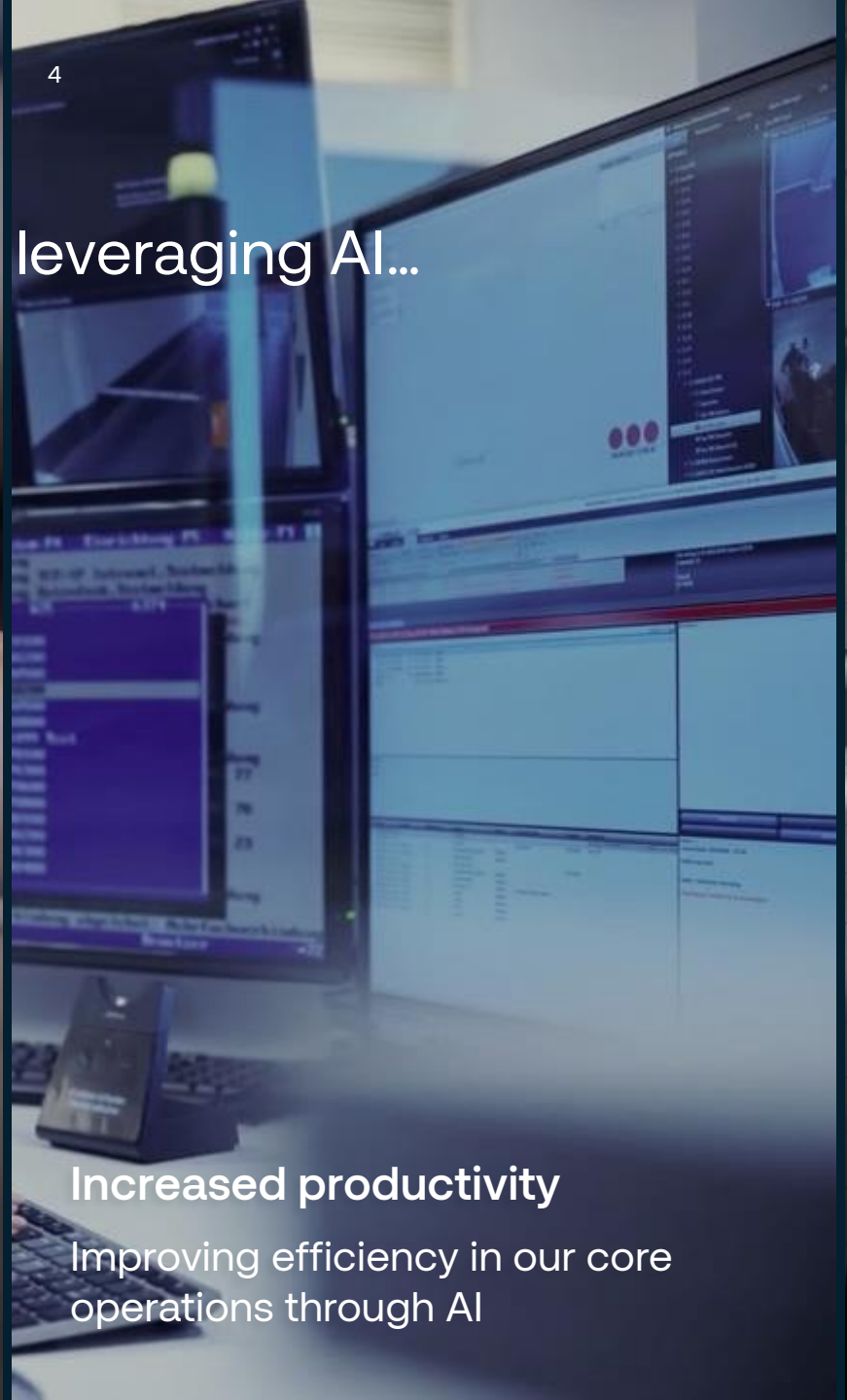
The future of security
is intelligence-led and intelligent



Benefits we gain now from leveraging AI...

Service quality

Providing insights to enable continuous improvements



Increased productivity

Improving efficiency in our core operations through AI

Better security

Opening new possibilities for how we design and deliver security

...and how we work to identify opportunities and realize them

AI specialist teams

Technically skilled teams able to build custom AI tools when needed to fit Securitas' needs.

AI impact hub

Running cross-group networks, ensuring compliance, adoption, and knowledge sharing.

...and how we work to identify opportunities and realize them

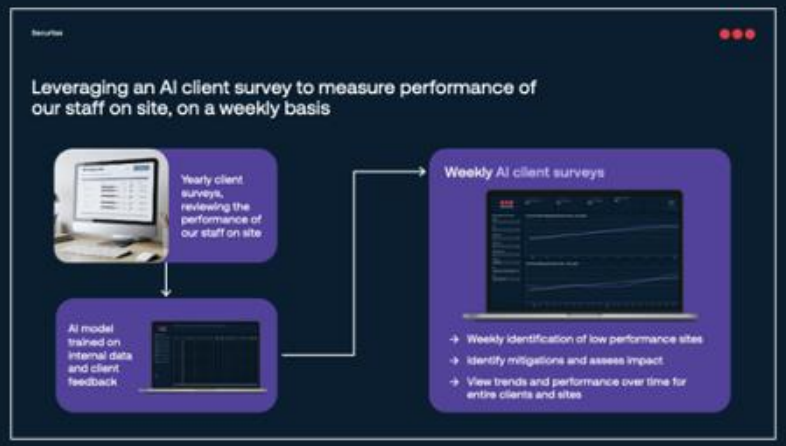
- **AI impact hub**
- **AI specialist teams**
- Federated AI specialists
- Certified AI business network

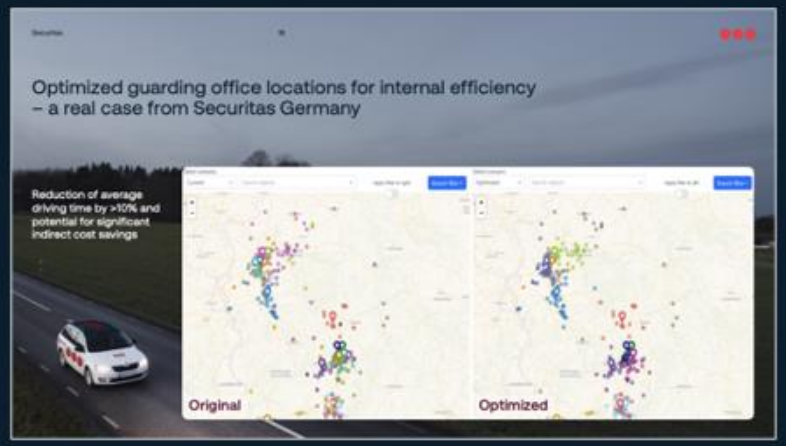
How do you leverage AI in your security programs?

Service quality

Increased productivity

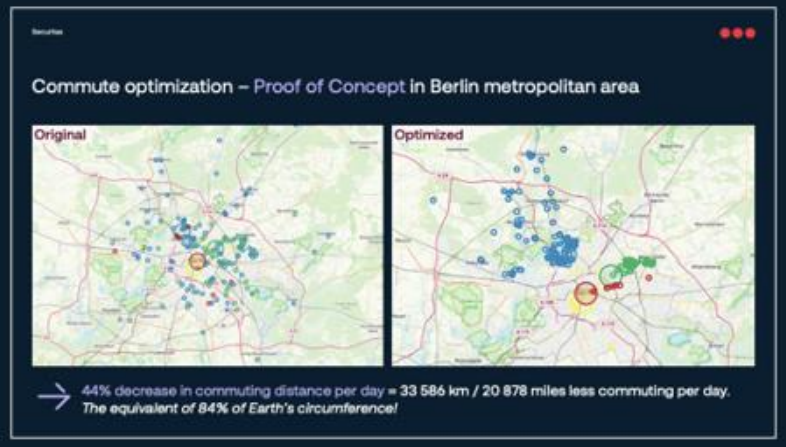
Better security


Leveraging an AI client survey to measure performance of our staff on site, on a weekly basis
Yearly client surveys, reviewing the performance of our staff on site
AI model trained on internal data and client feedback
Weekly AI client surveys
Weekly identification of low performance sites
Identify mitigations and assess impact
View trends and performance over time for entire clients and sites


Optimized guarding office locations for internal efficiency – a real case from Securitas Germany
Reduction of average driving time by >10% and potential for significant indirect cost savings
Original
Optimized

Our Deep Risk AI combines data from our guard reports and various external data sources to predict security risks

Guard report assistant
LIVE DEMO


Commute optimization – Proof of Concept in Berlin metropolitan area
Original
Optimized
44% decrease in commuting distance per day = 33 586 km / 20 878 miles less commuting per day.
The equivalent of 84% of Earth's circumference!

An AI generated podcast that provides our clients with the latest security updates for their sites.

Securitas

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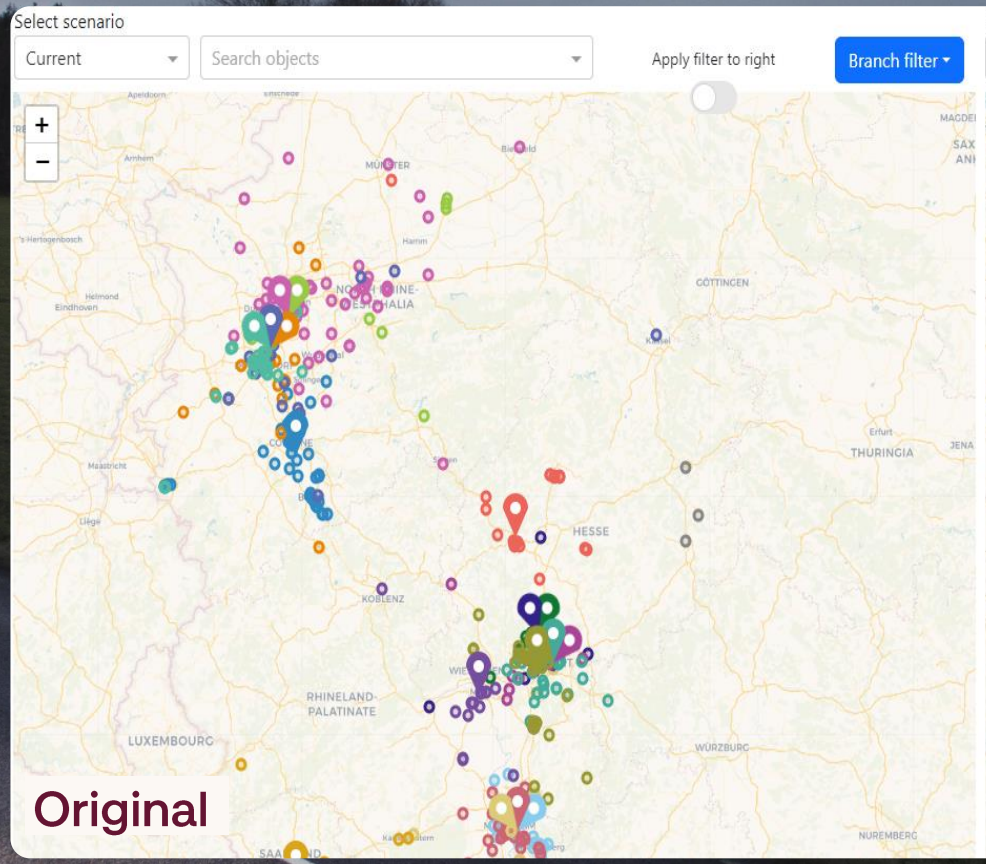

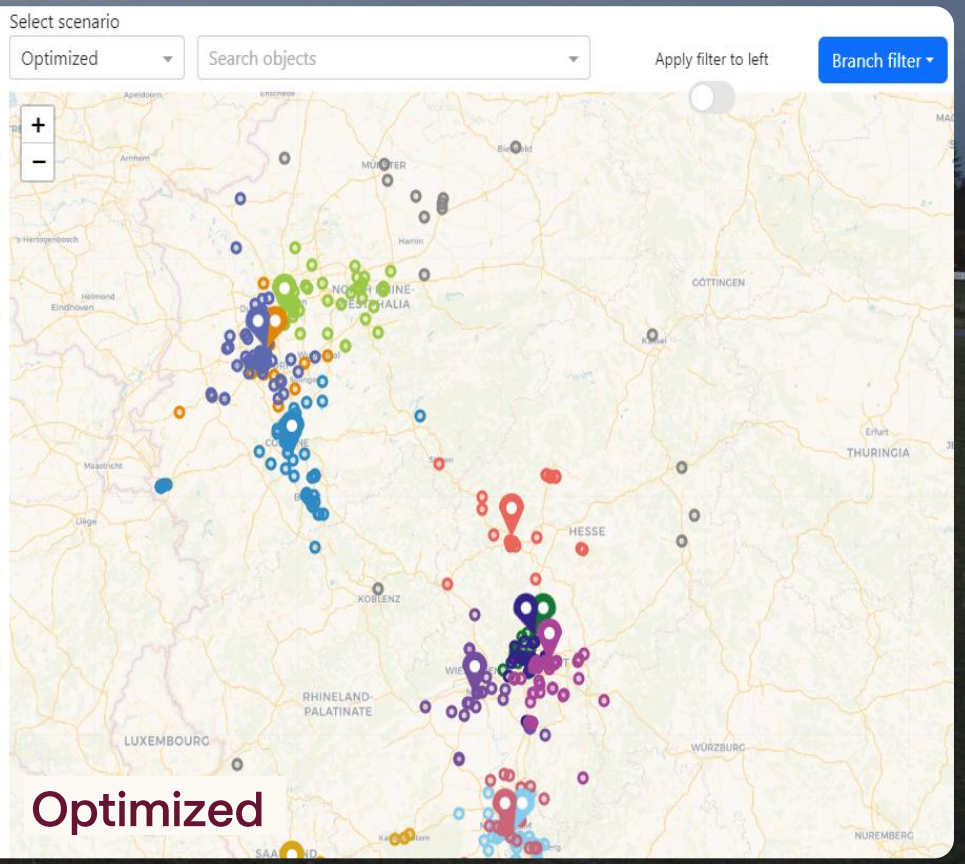

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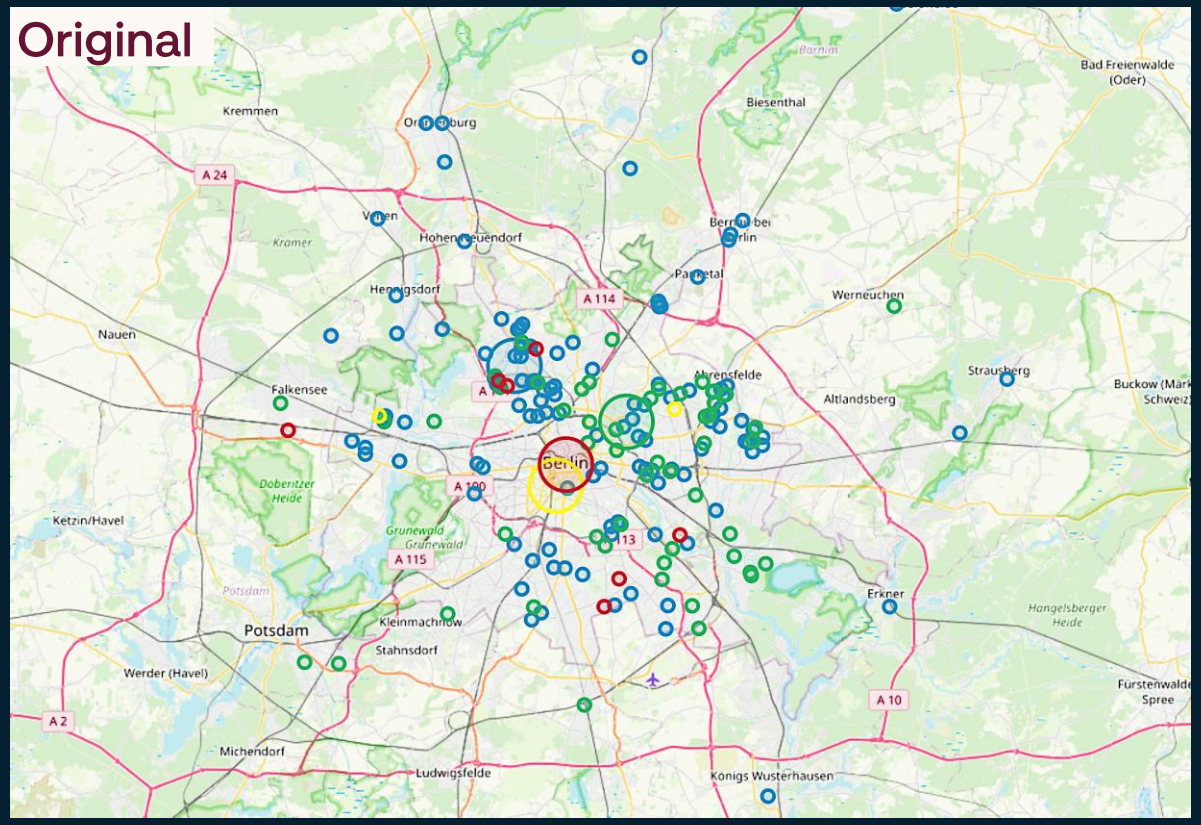

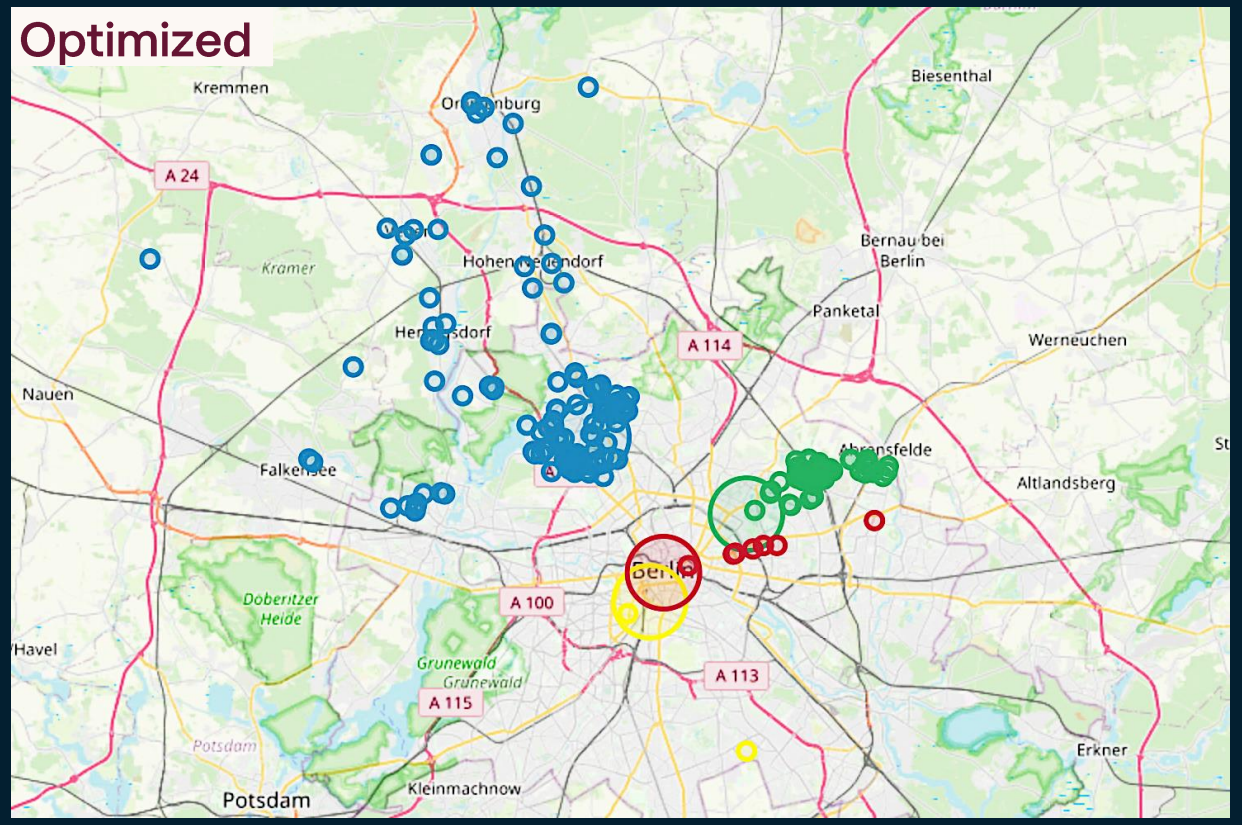

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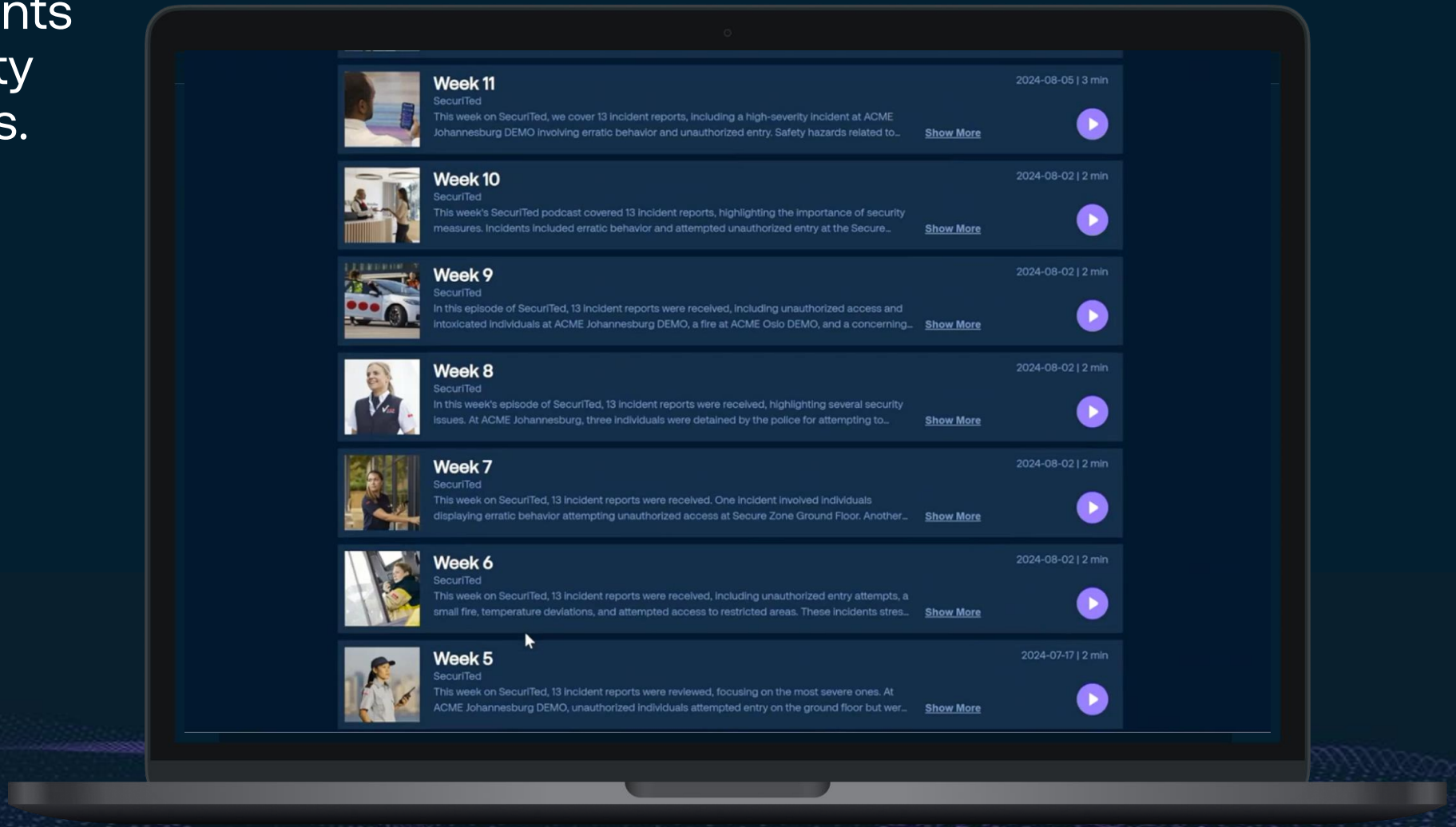

Service quality

Increased productivity

Better security

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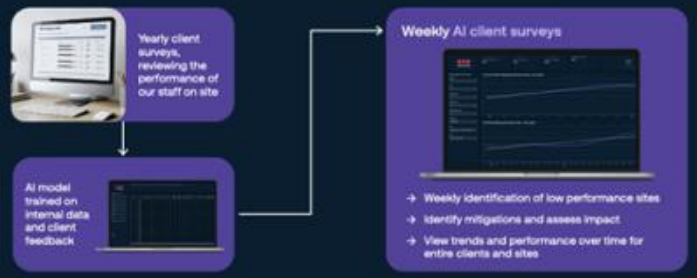

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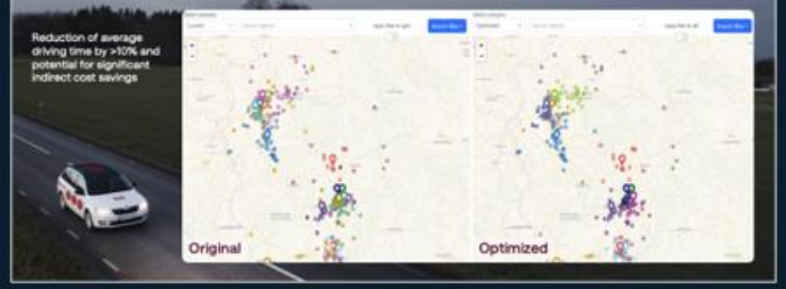

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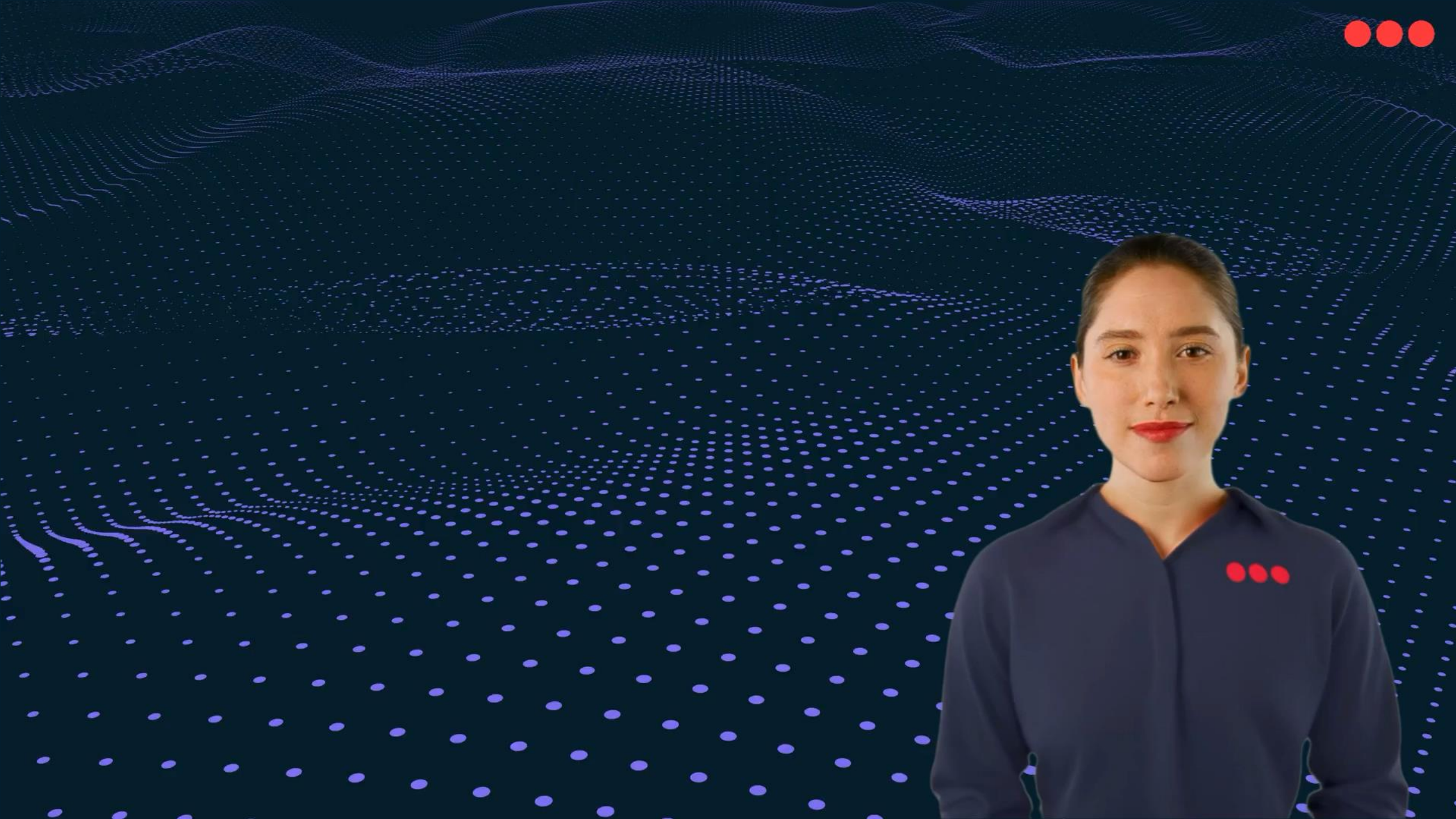


Where we started two years ago...

Non-standardized, compliance focused workflows and reporting

Locally managed, static plans and processes

Manual processes and low digital support for onsite personnel

Little efficiency or quality gains

Unstructured, low-quality data from operations

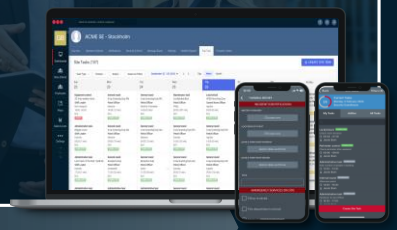
Poor visibility and poor basis for improvement

> Even though we had the IT tools [in 2022], we still had not truly adopted digital in our business.

Brian Riis Nielsen,
President, Global Clients

...what we have focused on...

Global Operations Platform



Standardized data and practices

Trained our staff and leaders

Invested in data management capabilities

Built a globally scalable client platform

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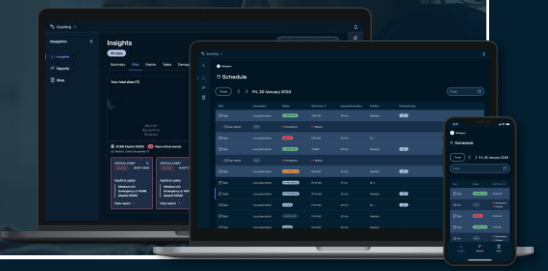
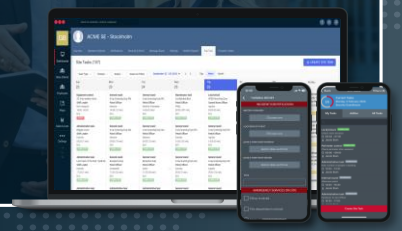


...and the benefits we gain today

Global Operations Platform



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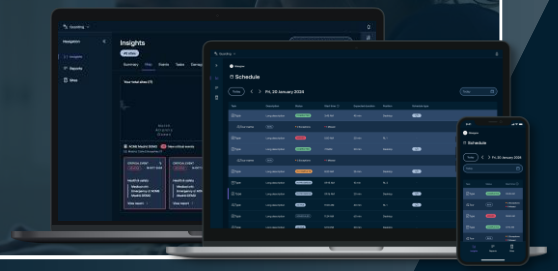

- Improved and more dynamic security plans
  - **-73%** No. of unstructured notes written
  - **0 → 193** Avg. missions performed monthly
- Better and more consistent service performance
  - **4.1x** No. of locations/ assets secured
  - **-91%** No. of errors/misses in assignments
- Greatly enhanced control and analytics capabilities
  - **8.2x** No. of qualitative incident reports
  - **27x** Overall volume of quality data from operations

* Figures based on all Global Clients sites included in digitalization program (1303). Figures are based on monthly averages per site.

...and looking to the future

-73%
No. of unstructured notes written

0 → 193
Avg. missions performed monthly

4.1x
No. of locations/ assets secured

-91%
No. of errors/misses in assignments

8.2x
No. of qualitative incident reports

27x
Overall volume of quality data from operations

> “Digitalized security and adapting our ways of working based on digital opportunities is a primary focus for us. It is essential for further innovation and to win together with our clients in the future.

Brian Riis Nielsen,
President, Global Clients

What additional opportunities does globally digitalized workflows bring?

We’re building a global, intelligent SOC that connects global and local capabilities with site assets and personnel

Site

Connected site assets and personnel

Connected technology
and security officers

— Sending data to local and global SOC

— Receiving information and instructions from local and global SOC

— Receiving intelligence from the global SOC and feeding back

— Leveraging remote services from local and global SOC

— Sensors and tech are integrated with the Global SOC platform

Local

Leveraging our global presence

64 Local SOCs around the globe

— Services in local language

— Access to national emergency services

— Managing the alarm chain through certified connections

— Guard dispatching

Global

Specialized global capabilities

Physical global SOC	*orchestrate*
Cloud Solution	*scale*
Risk intelligence	*prepare*
External data sets	*extend and integrate*
AI capabilities	*analyze and automate*

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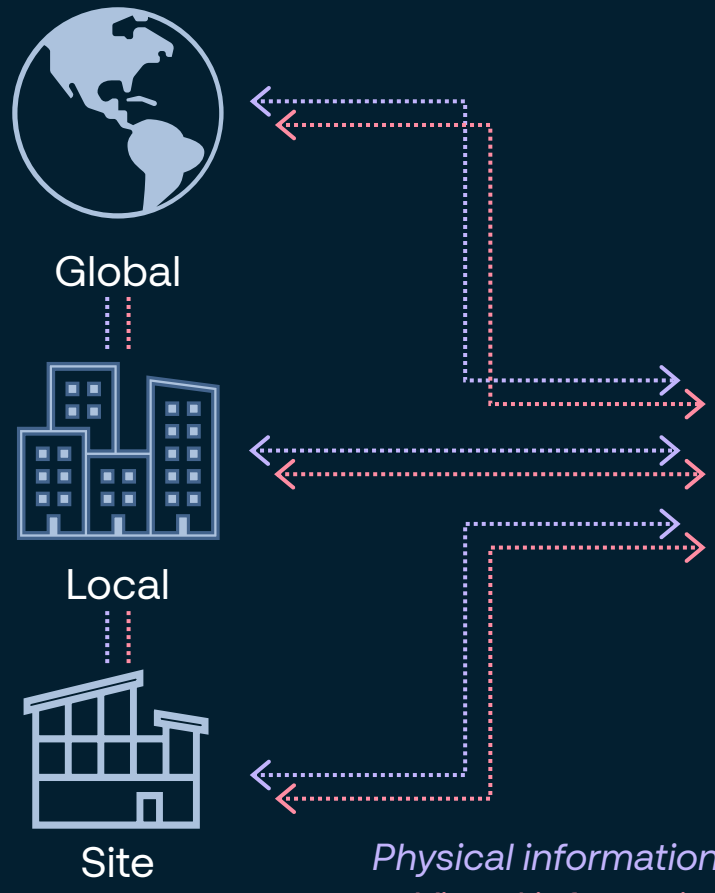

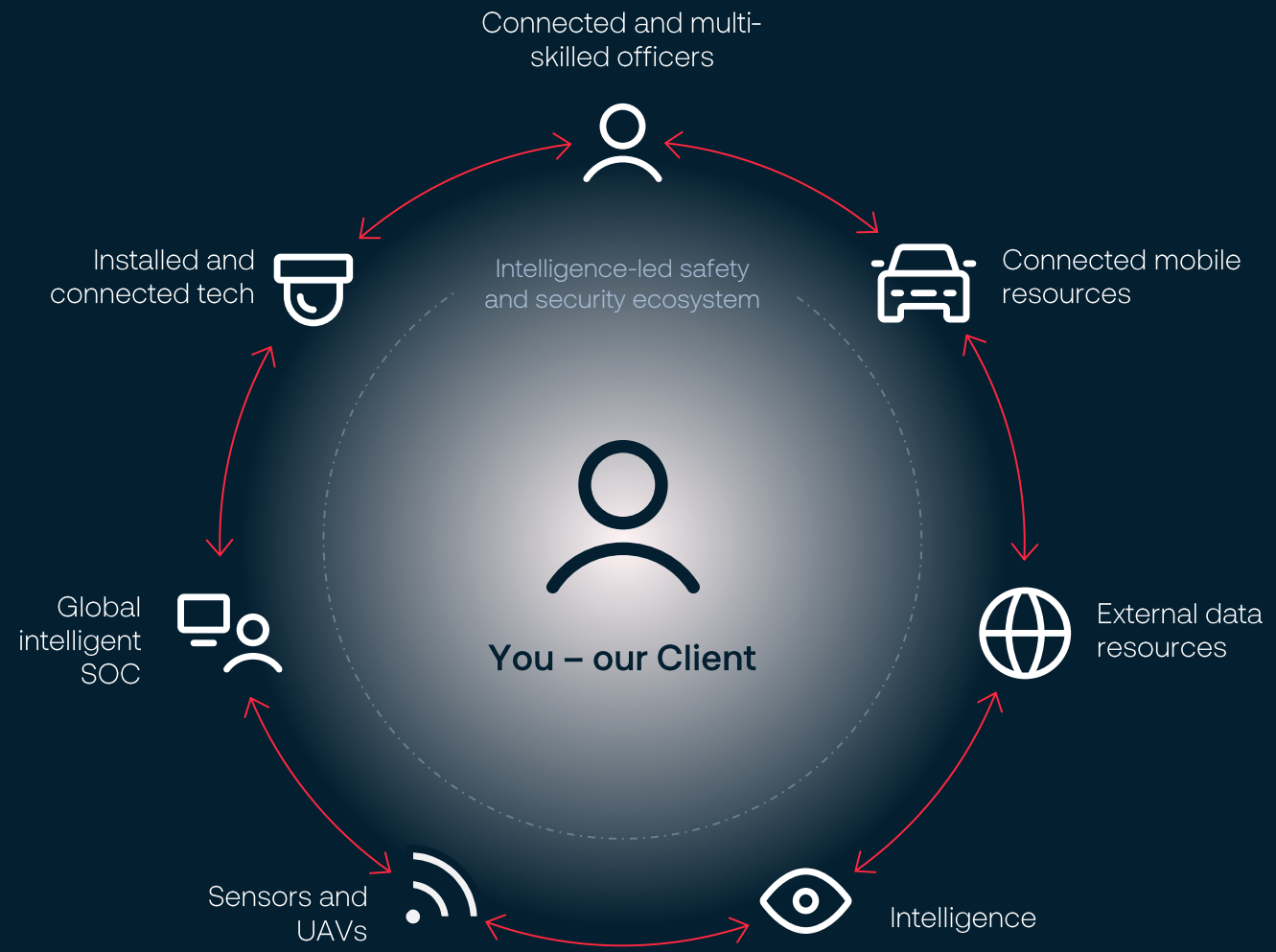

Thank you.

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