



## CONTACT CENTRES

# BOOSTING THE RESPONSIVENESS AND CAPABILITIES OF THE SECURITAS UK ALARM RECEIVING CENTRE

## CUSTOMER'S OPPORTUNITY

Securitas is one of the world's largest security providers, with operations in 58 countries, 370,000 employees and more than 150,000 clients across the globe. Closer to home, many of the UK's biggest corporations and public sector organisations today rely on Securitas' tailor-made security solutions to keep their premises and operations safe.

A central pillar of the company's UK service offering is the Securitas UK Alarm Receiving Centre – or ARC – which delivers round-the-clock, mission-critical services to all Securitas UK clients.

Operational 24 hours a day, 7 days a week and for all 52 weeks of the year, the ARC never sleeps. It is continually monitoring for alarms and reviewing live CCTV feeds. If there is an emergency – or even the hint of something suspicious – it is the ARC team's job to ensure that the incident is investigated as swiftly and fully as possible. That means the team must be in instant communication with the emergency services, as well as with Securitas' own on-site and mobile protective services officers.

## AT A GLANCE

- Round-the-clock support ensures an always-on infrastructure
- Rigorous release management planning and operations, designed to avoid any disruption of service
- Proactive architecture and design reviews ensure the Securitas system is optimised for its mission critical environment
- Securitas can now handle more emergency enquiries in a shorter timeframe
- Clear road map to introduce new service enhancements



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It is therefore crucial that the ARC's underlying telecoms infrastructure is always working optimally.

To achieve this, the ARC operates an ongoing programme to ensure that its infrastructure is always fit-for-purpose and able to meet growing demand. In 2018 – and as part of this programme – Securitas decided to look for a new strategic partner, which could provide advice on how to maximise the performance of its Avaya-based infrastructure, as well as manage the infrastructure on a day-to-day basis.

Following a rigorous competitive tender process, Securitas selected IPI.

As an Avaya Diamond Partner, IPI has deep experience of implementing, managing and supporting mission-critical infrastructures similar to the one deployed in the ARC. Even more importantly, IPI was selected because its team of consultants could demonstrate how they could help future-proof ARC's infrastructure, ensuring it can operate well into the future, while also boosting its capabilities and bolstering its resilience.

## HOW IPI HELPED

At the very outset of the project, IPI's consultants conducted a full audit of the entire Securitas UK telephony infrastructure, which spans the ARC, a disaster recovery site and numerous locations nationwide. This audit allowed the IPI team to proactively identify any potential points of failure. IPI then went on to devise and deliver a plan to reconfigure the systems, eradicating any possible weaknesses, however slight.

Once reconfigured, it was important that IPI tested the upgraded infrastructure to ensure it was working optimally. However, in an always-on, mission-critical operation such as the ARC, there is simply no time for planned maintenance or downtime. The system simply must remain fully operational at all times. That meant the IPI team had to run the tests in parallel to the live environment.

Today, IPI's team provides round-the-clock support, ensuring that the telephony system continues to work to its full potential, as well as proactively looking for – and mitigating – any possible weaknesses.



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### IN OUR CUSTOMER'S WORDS:

“IPI truly understands the sometimes life and death importance of the service we provide to our clients and the critical nature of what we do as a company. With their vast experience of supporting Avaya technology, their client centric approach, and their ability to grasp how we operate on a daily basis, we have total confidence in IPI's ability to steer our future contact centre strategy.”

Omar Abu-Rish, Operations Centre Manager at Securitas.

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On a strategic level, IPI's consultants are helping Securitas map out any possible future upgrades, including how automation technologies could be introduced to enhance the service Securitas provides to its clients.

## OUR CUSTOMER IS HAPPY BECAUSE

With a full overhaul of its existing system, together with ongoing round-the-clock support, Securitas can rest assured that its infrastructure is always supported and working optimally. In particular, the ARC team has complete confidence that it will receive immediate notification of any incidents that require investigation, while emergency responses teams can be contacted and dispatched in the quickest possible timeframe.

Indeed, since partnering with IPI, the ARC has been able to process more incoming enquiries in a shorter amount of time.

IPI's proactive approach of identifying any future potential weak point in the infrastructure, together with its ability to offer strategic counsel about which emerging technologies could enhance Securitas' service delivery, mean that the business benefits of this partnership should be felt a long way in the future.

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