

**GOLDSMITHS**  
SINCE 1778



**Client: Goldsmiths  
incorporating Mappin & Webb**

**Client Since: 2006**

**Scope: Provide fixed price managed service  
across total estate of 202 stores**

CASE  
STUDY



SSS

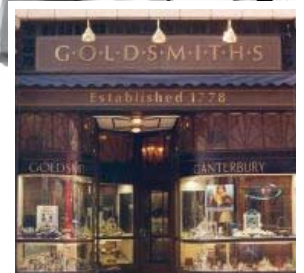
MANAGED  
SERVICES

### Client goals

- Provide complete outsourced managed security solution for Goldsmiths and Mappin & Webb
- To eliminate client time spent managing all estate security issues – alarm call outs etc.
- To manage and reduce costs
- To manage and reduce time spent on security related matters
- To offer transparency and ability to benchmark security supplier costs and standards of installations
- To provide accurate data of police response levels
- To take a share in the overall savings achieved

### Key notes

SSS Management Services is providing a complete managed security service across Goldsmiths' 175 sites and Mappin & Webb's 27 locations to remedy the shortcomings of the previous arrangements with solus operator ADT. SSS Management Services now acts as the intermediary between the client and security supplier which means that ADT no longer has contracts with Goldsmiths, as its client is now SSS. This provides a transparent fixed price arrangement by which Goldsmiths has its security professionally managed with the option to share savings achieved over the three year contract period. The new arrangements have saved Goldsmiths/Mappin & Webb at least one day per week in reclaimed time.



*“A New  
Jewel in  
the Security  
Crown”*

Independence | Securing your Investment





### Scope of supplied services

Audit of complete estate and provision of asset register

Key relationship management

Access to 24/7 HelpDesk and ARC (Alarm Receiving Centre)

Day-to-day account management

Bespoke support

Benchmarking

Taking over contract and ownership of equipment from ADT

### Key benefits

Dramatic time savings

Reduced client paperwork

Projected sharing of savings

Greater buying power

Transparency

Agility and ability to benchmark

Responsiveness

