

CASE STUDY

Client: Jones the Bootmaker

Client Since: 2006

Scope: Provide fixed price managed service across total estate of 78 sites



SSS

MANAGED SERVICES

Client goals

- To improve deteriorating service with existing security supplier
- To provide client with daily account management
- Provide complete outsourced managed security solution for Jones
- To eliminate client time spent managing all estate security issues – alarm call outs etc.
- To manage and reduce costs over the next two years
- To gain ownership of rented security equipment
- 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

Key notes

SSS Management Services is providing a complete managed security service across Jones' 78 locations to remedy the shortcomings of the previous arrangements with solus operator ADT, under which the service was widely perceived to have deteriorated. Up until recently, there was no schedule of rates to manage costs incurred in ad-hoc repairs or an ability to benchmark ADT's costs in terms of installations. SSS Management Services now acts as the intermediary between the client and ADT, providing a transparent fixed price arrangement by which Jones has its security professionally managed over the two year contract period.



“ The security boot is now on the other foot ”

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Scope of supplied services

Security management

Day-to-day account management

24/7 HelpDesk support and Alarm Receiving Centre (ARC)

Project Management

Benchmarking

Taking over contract and ownership of equipment from ADT

Key benefits

Account management

Concept to complete tender management

Elimination of client time involved in security matters

Improved service

Transparency

Agility and ability to benchmark

Responsiveness



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