

All that glistens is not always gold



SSS Management Services provides single point of security contact for Goldsmiths and Mappin & Webb. The company behind the making of the FA Cup and the Rugby League Trophy knows a lot about being the best in class.

With more than 200 years of history behind the brand, Goldsmiths has won many plaudits including three Royal Warrants and, in 1919, it became the first UK appointed stockist of Rolex Watches. Today, Goldsmiths boasts the largest distribution network for Rolex, Cartier, Omega and Gucci, to name but a few.

But up until last year Goldsmiths, felt that the shine had gone from its all too critical security requirement.

With 175 Goldsmiths sites around the UK, and a further 27 locations for the world famous Mappin & Webb Watches of Switzerland, the twin brands felt the good quality service they had received for 15 years from ADT, was on the wane. The levels and consistency of service in the provision and repair of business critical alarms had, over time, become sporadic and the company's security managers saw no signs of improvement.

Too much time was being spent managing the security in terms of engineer call outs, quotations and new installations, so the decision was taken to outsource the security management to an independent third party organisation to allow Goldsmiths to concentrate on its core business of jewellery retail.

In the Summer of 2006, Goldsmiths appointed SSS Management Services to help the business to manage its security provision and its supplier, ADT.

Account Manager for SSS Paul Bryan said: "Goldsmiths outsourced the contract to us because of our independent view. Our role is to take over the responsibilities of security from the retailer which means that all contracts are controlled and managed through us and not Goldsmiths."

The contract involves total security and project management and access 24/7 to the SSS HelpDesk and ARC (Alarm Receive Centre) where false alarms are filtered to ensure that Goldsmiths retains police response across its entire estate.

"It is early days, but we have already saved Goldsmiths about one hour per day in time dealing with security issues. Over the course of the contract we have agreed to share any savings we make with them through our ability to benchmark performance in the marketplace and reduce costs for the client."

SSS offered a fixed price service that includes a complete audit of the Goldsmith's security estate in order to benchmark performance and optimise security buying. This account management model has so far dramatically reduced paperwork and time and provided an asset register in order for SSS to negotiate ownership of vital equipment from ADT, thus increasing control and saving further costs.

"The worst case scenario for Goldsmiths is that they will spend exactly the same as they have previously, although they have gained back time and control of their entire security estate. The best case scenario is that we will also deliver major savings on what they have previously spent, savings we will share with Goldsmiths," adds Bryan.

SSS Management Services Ltd is the UK's leading provider of total security managed services to the retail industry. The company offers a totally transparent, single point of control and clarity for services ranging from procurement to alarm monitoring. SSS manages security provision to more than two million square metres of retail space for leading retailers including Argos, BHS, Carphone Warehouse, The Co-op, Homebase, Superdrug, Savers, Halfords, Toys r Us, The Body Shop, Somerfield, Otto, Goldsmiths and Jones the Bootmaker.



GOLDSMITHS
SINCE 1778



Client: Goldsmiths incorporating Mappin & Webb
Client Since: 2006

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