

Integrity and Integration



Jewson appoints SSS to help build new relationships with security contractors

Jewson is brand synonymous with the UK building trade. Over the last 170 years it has built a reputation second to none among the professional tradesmen who daily depend upon its reliability and quality service.

Trust is the cement of the construction industry which is why, with over 800 branches across the UK, Jewson is the leading supplier of timber and building products to the industry and the general public.

This trust must also be extended to other key stakeholders in the Jewson community, including the contractors working directly with the business and on the premises.

In today's climate business crime is a growing threat and security contractors and the Police are key to Jewson's business continuity model. Yard break-ins are bad for business and the local community. False alarms have the same impact and with growing Police targets and priorities, officers are reluctant to attend business premises where intruder alarms may have been innocently or accidentally triggered.

Jewson, like many businesses, required a security partner that could manage the Police and fire alarm responses cost-effectively without impacting service levels. In other words, a service that could alert officers of genuine activations and free security staff up to concentrate on their day to day function of managing shrink levels – the loss of stock through theft, damage or process failure which cost the UK retail industry £3 billion in 2007.

At Jewson, 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.

Earlier in 2008, Jewson appointed SSS Management Services to help the business to manage its security suppliers and effectively monitor its alarm call outs

Account Manager for SSS Matt Draper, said: "Jewson is an iconic and well-respected brand in the building industry. It had a number of issues surrounding managing alarm call-outs cost and time-efficiently which was distracting the security personnel from their day-to-day core activity.

We are working with the business to manage that more effectively and allow Jewson managers to focus upon their business and on the key areas of providing an efficient and high-quality service for customers."

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 Jewson retains Police response. Following the initial success of the service, it is now being extended to cover other sister business to Jewson within Saint-Gobain Building Distribution.

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 and FM provision to more than two million square metres of retail space for leading retailers including Argos, BHS, The Carphone Warehouse, Homebase, Superdrug, Savers, Halfords, Toys r Us, The Body Shop, Somerfield, Otto, Goldsmiths, Jones the Bootmaker and WH Smith.



Client: Jewson
Client Since: 2008

Scope: Maintain and improve service levels and allow security teams to focus upon their core business