ZEBRA

Security Company Delivers Enhanced Service with Smarttask Security on Zebra's TC55

ABOUT RISK MANAGEMENT SECURITY SERVICES

Risk Management Security Services delivers security services to both private and public sector companies throughout London, Buckinghamshire, Berkshire, Oxfordshire and Northamptonshire. Established in 1976, it has become a market leader in the areas such as the provision of security guards, patrols, key holding, alarm response, vacant property inspections, lone worker protection and CCTV remote monitoring.

Challenge

Risk Management Security Services' mobile guards were previously using a passive swipe point system, combined with end-of-shift paper reporting and downloading. This resulted in duplication of work and reporting, delays in response to security issues and lack of real-

time visibility for its clients. Risk Management Security Services decided to trial Skillweb's SmartTask Security guard management solution on a low-end consumer smartphone, but the phones were regularly being damaged or breaking. Skillweb recommended Zebra Technologies' TC55 Touch Mobile Computer.

Solution

Risk Management Security Services is now using SmartTask Security on the Zebra TC55 Touch Mobile Computer for its mobile patrol teams. The teams love the rugged design of the TC55, which nonetheless maintains the looks and features of a smartphone.

SUMMARY

RISK

Customer
Risk Management Security Services

SKILLWEB

Partner
Skillweb

Industry
Security

Challenge
Risk Management Security Services wanted to improve productivity, efficiency and safety of its field-based staff

Solution
- Zebra TC55 Touch Mobile Computer
- SmartTask Security application from Skillweb

Results
- Real-time reporting and live information on incidents
- Significant decrease in paperwork
- Improved productivity and time savings
- Cost savings
- Better safety for lone workers
- Increased traceability and subsequent customer satisfaction

Via the SmartTask Security app, Risk Management Security Services can plan and monitor the activities of its guards in real time. When a mobile guard collects the TC55 from the local control hub, he or she accesses his checklist of actions to be performed on that shift: for example to check an alarm is activated or a certain door at a property is locked at the end of the day and open again in the morning in time for workers arriving at their office block. Tasks can be updated from the control centre at any time and controllers can redirect guards or alert them of missed actions. A traffic light system flags up any urgent task, allowing the controller to put a contingency plan in place, if needed.

As guards makes their rounds, they scans various NFC tags with his TC55 to confirm that they have completed certain tasks and visited certain locations; this data is received by the control room in real time, logging the date and exact time. If guards need to report any issue or action taken, such as a broken window or an activated alarm, they can take a photo with his TC55 and enter the data onto their TC55 via SmartTask Security's customer-specific tick box electronic forms and workflows. An incident report is then automatically created and immediately sent to the pre-programmed recipients – such as the control room, duty manager and client – to be acted on as required. In case of injury, or a break in, for example, guards can also raise lone worker alarms. The controllers correspondingly receive email alerts for alarms, incidents, late arrivals or no-shows. They can accurately pinpoint the guards' locations via the TC55's integrated GPS and SmartTask Security's latest mapping technology and location data.

Results

Risk Management Security Services now benefits from real-time reporting and live information on incidents. The reduction in paper-based administration has introduced time savings and cost savings for the business. Guards and controllers can both work more efficiently – the latter being able to manage by exception and consequently manage more staff per head. Lone worker safety has also improved.

Clients can also access selected information via an online customer portal. This traceability and transparency for the client means they can see actions, issues and solutions in real time. This in turn reduces call-ins to the control room and increases the guard's accountability. Risk Management Security Services can prove it is meeting its SLAs and providing a great service, with the resulting increase in customer satisfaction. Client feedback has been excellent. SmartTask Security on the TC55 offering is helping Risk Management Security Services to retain contracts and win new business. In the future an increasing number of static officers will also start using SmartTask Security on the TC55 on their site tours.

"We have found the perfect combination in SmartTask Security on the TC55. We have increased productivity, transparency and accountability. The TC55 delivers the functionality of a smartphone but it has exceptional battery life and it's really robust; we haven't had a single breakage since we deployed them. This improved security offering is helping us to win and retain more business in our highly competitive market: we have just renewed our contract with a Formula One team where we are proposing the TC55."

Graham Tilly, Business Development Director, Risk Management Security Services

FOR MORE INFORMATION, PLEASE VISIT: **WWW.ZEBRA.COM**

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EMEA Headquarters | zebra.com/locations | mseurope@zebra.com