



Leading Security Firm Equips Its Guards With Robust, Reliable Zebra Touch Computers

ABOUT SECURITAS

Securitas is one of the largest security companies in the world. Headquartered in Sweden, the group has 335,000 employees in 53 countries and had a turnover of over 88 billion krona in 2016. Securitas opened its first offices in the Netherlands in 2000, with the acquisition of B&M Beveiliging & Alarmering B.V. It now has 6,700 employees in the Netherlands and had a turnover of 314 million euro in 2016.

Challenge

Securitas has been working with Zebra partner Indiciem B.V. since 2008. Indiciem B.V. is a small, flexible company specialising in Mobile Enterprise Solutions, specifically automatic identification, data capture, wireless networks and bespoke software. Securitas approached Indiciem to update its fleet of Zebra MC75s, deployed in 2011, to the latest ruggedised touch computer with an integrated barcode reader; it needed an Android device, as the new group application, Securitas Mobile Platform (SMP), is based on an Android operating system. Having worked with Zebra mobile computers,

Securitas wanted to continue to use handhelds from Zebra. Indiciem recommended the latest Zebra TC75 Touch Computers. Guards trialled the devices and their feedback was excellent.

Solution

The Netherlands was the first country to use the SMP designed by the global team; the application running on the Zebra TC75s was seamlessly rolled out to 23 branches nationwide during a three-month period. Staging and commissioning were delivered by Indiciem.

All beat patrol guards now use the TC75s on their rounds. To begin guards register themselves for duty with their dispatch centre via the TC75 and, in doing so, receive their patrol schedule for that shift. Dispatch can follow their progress via the integrated GPS and there is an automatic check-in every 15 minutes via SMP; both help ensure the safety of the patrols. On arrival at a location, guards can access job-specific instructions on the TC75 and follow the recommended route around

SUMMARY



Customer
Securitas, the Netherlands



Partner
Indiciem B.V.

Industry
Security

Challenge

Securitas needed to equip its mobile guards with a future-proof ruggedised Android device with an integrated barcode reader

Solution

- Zebra TC75 Touch Computers
- Various accessories, including in-car chargers and standard chargers

Results

- Swift, seamless deployment
- Future-proof Android enterprise device for integration into the Securitas Group Platform
- Increased productivity and safety of security teams
- Excellent end-user feedback, citing, for example, ease of use and scanning speed
- Very limited downtime due to robust devices, suitable for the security environment
- Services and operational continuity ensured by Zebra OneCare
- Rapid ROI



the site, scanning barcodes as they proceed with the integrated barcode scanner to show they have visited and checked that location; these scans are date and time stamped and form part of the customer reports, along with any comments added into the job forms on the SMP. Moreover, the guard can take photos of anything unusual or when there is an incident. Once the inspection is complete, the guard can close that assignment and proceed to the next job on his schedule, using the route optimisation tool.

Should the dispatch team receive an alarm, the system will automatically send an alarm to all patrols in the area; each patrol will give an ETA and the team with the shortest ETA will be dispatched to the alarm site. They receive information such as where keys are located and can then report back on the cause of the alarm or call for back-up. Guards use the TC75s for individual calling and Securitas is looking to install Push-to-Talk in the future. Guards can also hit a button that is programmed as a panic alarm, which is sent with a priority SMS to the dispatch centre, so it can respond accordingly. The team leaders can manage and update the patrol route during the rounds.

Guards charge their TC75s either at the branch office or via Zebra in-car chargers, which are directly connected to their vehicle's battery via a custom cable developed by Indicium especially for this project. However, some devices remain on-site at large customers, such as university campuses. The TC75s are protected by the 3-year

essential Zebra OneCare package – in case of damaged and faulty devices. Indicium holds a pool of 15 spare TC75s for Securitas for direct immediate replacement, if need be. All the mobile data that is collected via the TC75s is linked into Securitas' back office GRS – Guard Reporting System – via a Precom server. The SMP also generates customised trends and analytics reports. Finally Indicium installed AirWatch® Enterprise Mobility Management, so the Securitas IT team can manage all the guards' devices from its global HQ in Sweden; the TC75s can be remotely configured, updated and secured, with updates being pushed out every 15 minutes.

Results

The TC75s are supported by Securitas' European Platform team and recommended group-wide as the future-proof rugged, Android device of choice; the Belgium branch of Securitas has now also just started using Zebra touch computers. User feedback continues to be excellent.

The solution is delivering numerous benefits including a 10% decrease in alarm response times, increased patrol flexibility and guard productivity. Moreover, guard safety and security have been improved. The reliability of the devices, and the subsequent reduction in repairs and device downtime, combined with the operational continuity ensured by Zebra OneCare, increases efficiency and has improved levels of service to Securitas' customers. This, in turn, leads to high levels of repeat and new business and a rapid ROI.

“We needed a ruggedised, future-proof enterprise touch computer on an Android OS, which could integrate easily into our Guard Reporting back office system; Zebra's robust TC75 is all that and more. Our beat patrol guards love using the TC75s; they are reliable, secure and as easy to use as smartphones, with excellent scanning and processing speeds, as well as a long battery life. Zebra and Indicium have worked in close collaboration with us to ensure the success of this deployment.”

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