



Securitas Oy Upgrades To Zebra Android Touch Computers For Its Mobile Guards

ABOUT SECURITAS OY

Securitas AB 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. The Finnish branch of Securitas, Securitas Oy, is the market leader in Finland, offering versatile, high quality and personal security services for businesses, communities and the public sector, as well as for consumers. Securitas Oy works in close collaboration with its customers, constantly developing and refining its services, in line with their needs.

Challenge

Securitas Oy has been working with long-term Zebra premium business partner Signal Partners for eight years. Signal Partners is one of the leading enterprise mobility solution providers in the Nordics, deploying turnkey bespoke network, mobile device and services solutions. It currently employs 40 dedicated professionals across Finland and Sweden. In 2011 Signal Partners supplied Securitas with Zebra MC75 Mobile Computers and subsequently the smaller Zebra MC45 Mobile Computers.

However, Securitas needed to move to an Android device, as its new group application, Securitas Mobile Platform (SMP), is based on an Android OS. It wanted a rugged, reliable computer, with high performance scanning and enterprise functionality, but with the looks and size of a pocketable consumer-style smartphone. Securitas Oy piloted one Zebra TC56 and, convinced of its performance and impressed by its processing speed and large memory, quickly decided to equip its mobile guards with TC56s.

SUMMARY



Customer
Securitas Oy, Finland



Partner
Signal Partners Oy

Industry
Security

Challenge

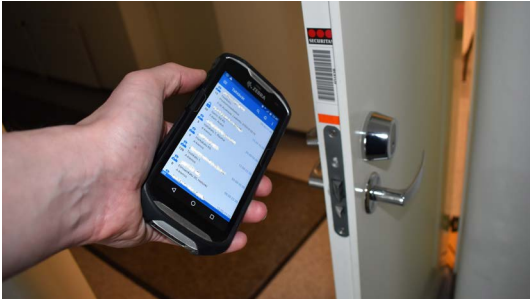
Securitas Oy wanted to boost the efficiency and safety of its mobile guard patrols. It needed a small, powerful Android device, which could offer a wide range of functionality and operate on the new Securitas group platform Securitas Mobile Platform (SMP)

Solution

- Zebra TC56 Touch Computers
- Zebra standard chargers
- AirWatch® Enterprise Mobility Management
- Zebra OneCare

Results

- Very swift, seamless deployment
- Offers more functionality than previous one-app devices; guards access various applications, including pay-to-park app; use device for voice calling and high resolution photos; Securitas Oy is also testing PTT and considering other usages
- Future-proof Android enterprise device for integration into the Securitas Mobile Platform
- Excellent end-user feedback, citing, for example, ease of use and stability of the system
- High performance first-time scanning, even at a distance
- Very limited downtime due to robust, reliable devices, suitable for the security environment and all types of weather conditions, including extremely cold temperatures
- Operational continuity ensured by Zebra OneCare
- Ease of remote management using Airwatch Enterprise Mobility Management
- Rapid ROI



Solution

Signal Partners deployed the Zebra TC56 Touch Computers configured with AirWatch® Enterprise Mobility Management, one of the world's leading mobile device management solutions. The solution is hosted by Securitas's head office in Finland, so it can easily and remotely enrol, view, configure, update, secure and lock, if necessary, all the TC56s from its central admin console. The TC56s are also protected by a 3-year essential Zebra OneCare package, to ensure protection and continuous uptime, in case of device failure. The plan goes well beyond the standard warranty to cover any eventualities, such as normal wear and tear and any accidental damage.

The TC56s is now the main device used by guards on their rounds. They log on to the SMP to start their shift, receive a schedule (which can be updated in real time) and log out again at the end of the day; there is an hourly check that they are using their devices, to ensure their safety, which shortens to a 15-minute check-in during alarm call-outs. As guards arrive at each location, they receive site-specific instructions, such as whereabouts of the key and the guard tour they need to conduct. They use the TC56s to scan the site barcodes as they patrol, with each scan producing a time- and date-stamped customer ticket specific to that location, which is amalgamated to form a customer report. The TC56 also has a 13MP camera for ultra-high

resolution photos, which guards can add to the reports, along with any particular comments. The SMP automatically dispatches a guard group to an alarm, based on a code attributed to the location's postal address. SMP has a detailed reporting function, which can collate and generate a large range of statements and reports.

Securitas is excited by the potential of the TC56; guards previously used their mobile computers solely for guard reporting. However, guards are already using the TC56 for voice communications, to take photos and to access other applications, such as the Q-Park pay-to-park application when they are patrolling locations in city centres and cannot park on-site. Securitas is also testing Zebra's cloud-based PTT solution, which allows users to communicate one-to-one and one-to-many over Wi-Fi and cellular networks by the press of a button, and will investigate other usages for the touch computer in the near future.

Results

The total solution is driving productivity and efficiency gains for Securitas, whilst also decreasing alarm response times and improving guard safety. Guards love the ease of use and stability of the new system and enjoy working on future-proof Android. With regard to the TC56 specifically, users praise its reliability, scanning capability, impressive memory and fast processing speeds, as well as its high resolution camera.

Signal Partners has worked in very close collaboration with Securitas, to ensure the complete success of this project, from a seamless roll-out, to ease of use (even in extreme sub-zero temperatures) and remote maintenance via Airwatch. Moreover, Securitas has been very pleased with the service levels offered by Zebra OneCare: another part in the jigsaw to ensuring an optimal device life cycle and rapid ROI.

"Signal Partners is a reliable, proactive partner. They deliver on time; they offer excellent service and support; and they have a first class IT helpdesk. We are also delighted with the Zebra TC56 Touch Computers. They are robust and reliable with a good battery life and offer exceptional scanning and processing speeds. Looking forward, we are excited about the opportunities we will have to further utilise these great devices. We can also highly recommend the Zebra OneCare package; we've had a first class service on the few devices we have had to return. All this goes to ensure optimal device life cycle management and ultimate deployment success."

Jani Niemi, Project Manager, GRS and SCP Administrator, Securitas Oy

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



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