



## Securiplan Enhances Speed of Response With Mobile Solution

“Moving to a mobile solution based on the BlackBerry® is proving to be far more cost-effective for managers, as they can now maximise their time by responding to enquiries quicker, which is invaluable in the security industry.”

Len Melcer,  
IT Director, Securiplan

### Background

Established in 1957, Securiplan is a privately owned plc providing high-calibre security staff and services to large blue-chip companies, leading retail chains and public sector organisations throughout the UK. Securiplan is the UK's 6th largest manned guarding company and its clients include prestigious companies such as BSKyB, National Grid, Transco, the Co-operative Group, Nortel, the London Stock Exchange, and high-street retail outlets including Sainsbury, Tesco and Boots.

Securiplan was ranked 24th in the Sunday Times Profit Track 100 which lists the one hundred privately owned British companies with the fastest-growing profits.

Securiplan employs 4,000 security officers across the UK, guarding the premises of leading corporate companies and retailers.

### The Challenge

Len Melcer, IT Director at Securiplan was charged with looking for a mobile solution for Securiplan: “As a leading security company we are constantly reviewing our operations and looking for new ways to improve the quality of service to our clients.”

Rising manpower costs and the increasing sophistication of electronic surveillance equipment are changing the world of security. Securiplan recognises the benefits of technology, especially when combined with the deployment of trained security officers and wanted to build on this.

Securiplan had no existing wireless or mobile infrastructure prior to this project, therefore LAN2LAN's main challenge was to assist Securiplan in understanding the capabilities and limitations of the technology currently available.

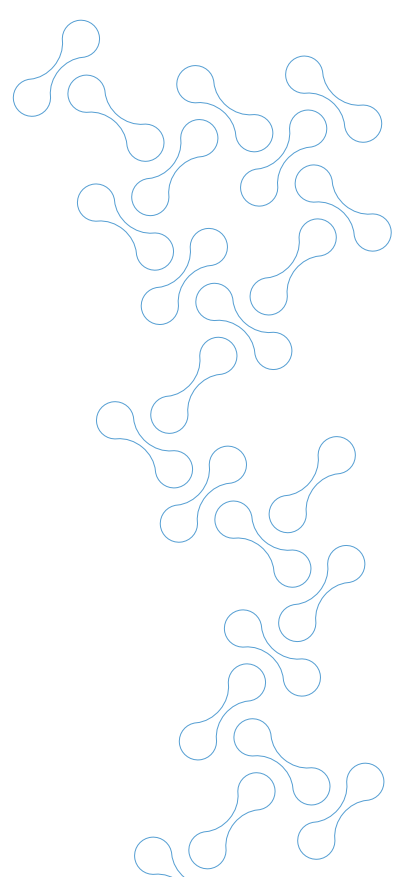
Securiplan wanted its security staff to feel the benefits of being able to work flexibly. Melcer comments: “We wanted an IT solution which saved our employees time and reduces extra administrative work, which was becoming time-consuming.

Before the implementation, our employees were restricted to laptops and having to update security reports at the end of the working day which was not very effective and impeding on their time.”

### The Solution

Melcer decided to use leading networking and mobile specialist LAN2LAN to implement a mobile computing strategy. The main goal for Securiplan was to maximise its managers' ability to monitor customer service remotely. Securiplan had looked for a mobile solution that was cost-effective and would not put too much pressure on the administration department.

LAN2LAN utilised Flowfinity Actions so that Securiplan's field managers could access forms, collect data and update head office instantly. LAN2LAN's development team worked with Securiplan's IT personnel to develop a fully integrated application which connected the field managers to centralised back-end systems, giving them access to line-of-business data. The combination of LAN2LAN's Thinflow based development and RIM's BlackBerry Enterprise Server™ software means that data is centrally controlled, and users only have access to specific data that is relevant to them even when out of GPRS/3G reception.



The solution offered by LAN2LAN was particularly favoured by Securiplan because of the unrivalled security and manageability of the mobile device with a single line of dedicated 'always-on' communication to the BlackBerry Enterprise Server. In the event of the BlackBerry device being lost or stolen, it can be locked and wiped of all data remotely, minimising the usual risks associated with holding company data and intellectual property on mobile devices.

Melcer comments: "The main reason why we decided to roll out BlackBerry was to boost the productivity of our senior management. As we have 4,000 staff in 1,200 sites in the UK, communication is extremely important, particularly in a security environment, where the messaging devices are essential."

The BlackBerry devices have been rolled out to 130 managers, which means that the staff no longer need to check their e-mails and file online forms via their laptops. Data is submitted in seconds which then appears on the clients extranet so that both Securiplan and the client can access it. The extranet facility allows clients real-time access to the operational status of their assignment and also allows them to view outstanding invoices. As such, any pressing issues are brought to the attention of Securiplan managers and clients immediately.

### Benefits

One of the main benefits that employees at Securiplan have found is that they can respond to emails much faster. Field staff are using the BlackBerry solution from LAN2LAN to register queries in real-time, complete audits online, and distribute information for clients on their extranet using BlackBerry.

Melcer comments: "Another benefit for the managers at Securiplan is the ability to respond to emails quickly allowing them to deal with issues as they arise, as opposed to prioritising contact with customers."

Managers and team leaders at Securiplan can now leave their notebooks and laptops in the office, as the BlackBerry device effectively replaces them. Data Capture Forms can be built very quickly and published to the BlackBerry device 'over the air', eliminating the need to return the mobile devices to head office for programme updates. Non scheduled data such as emergency requests can also be pushed to the BlackBerry device in real time, ensuring any actions are executed as swiftly as possible, in accordance to service level agreements, with full audit trail.

Securiplan is already achieving a return on investment. Melcer comments: "With approximately 130 Customer Service Managers using BlackBerry for instant response we are saving approximately £36K a year per application that is developed. As we continue to roll out more applications, the savings will increase proportionately."

Above all, Securiplan has noted considerable differences in the daily working lives of its managers. The ability to respond to queries immediately is invaluable in a security environment.

Securiplan is looking to expand the uses of BlackBerry devices in the future and possibly using them for signature recording and barcode readers to check that staff are making the required visits.

### THE CHALLENGE

- Securiplan wanted an IT solution that would enable its workforce to minimise the time spent actioning enquiries and reduce the time taken for managers to become aware of any service issues and respond to them
- Securiplan was looking to achieve a level of flexible working for its employees

### THE SOLUTION

- LAN2LAN developed and implemented a mobile solution for Securiplan to provide 130 of its management team with up-to-the minute data
- LAN2LAN implemented a mobile solution that leverages BlackBerry®, pushing customer enquiries directly to their managers' BlackBerry devices

### BENEFITS

- Securiplan can gather data from devices and integrate the information to back-end systems as well as allowing forms to be created and deployed easily. It offers a complete solution for the mobile workforce
- In addition, Securiplan has issued the devices to its teams of store detectives, helping them to electronically record critical data such as how many arrests have taken place

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