



SECURITAS PORTUGAL, SSOC.

NEW CUSTOMISED REMOTE SERVICES ADAPTED FOR THE NEEDS OF EACH CLIENT



ABOUT SECURITAS PORTUGAL

SECURITAS PORTUGAL, A SUBSIDIARY OF THE SECURITAS AB GROUP, HAS ALWAYS BEEN A MARKET LEADER AND WAS A PIONEER IN THE PRIVATE SECURITY SECTOR IN PORTUGAL. IT FIRST STARTED ITS BUSINESS IN LISBON IN 1966, IN THE AREA OF HUMAN SURVEILLANCE. BESIDES MAINLAND PORTUGAL, THE COMPANY HAS PRESENCE IN THE AUTONOMOUS REGIONS OF THE AZORES AND MADEIRA, THROUGH NINE AFFILIATES. SECURITAS PORTUGAL SERVES A **WIDE RANGE OF CLIENTS FROM DIFFERENT SEGMENTS** AND IS ALWAYS SEARCHING FOR THE BEST SECURITY SOLUTION FOR EACH CLIENT. THE PROTECTION SERVICES, WHICH ARE DEVELOPED ALONG WITH THE CLIENTS, ARE DESIGNED TO **INCORPORATE A HIGH LEVEL OF TECHNOLOGY CONTENT**. ALTHOUGH HUMAN SURVEILLANCE STILL REPRESENTS THE CORNERSTONE OF SECURITAS, TECHNOLOGY IS A PART OF THE MARKET'S TREND AND IT ALLOWS FOR THE **IMPROVEMENT OF THE SOLUTION QUALITY** AND TO DIVERSIFY THE OFFER OF SERVICES, WITH SPECIFIC SOLUTIONS THAT MEET DISTINCTIVE DEMANDS.

CHALLENGE

IN 2012, SECURITAS WAS FACED WITH THE **NEED TO REDUCE OPERATIONAL COSTS** IN ONE OF ITS CLIENTS, TO WHICH SECURITAS PROVIDED SURVEILLANCE SERVICES IN THE CLIENT'S VARIOUS SITES.

THE SURVEILLANCE OF THE FACILITIES WAS GUARANTEED BY CCTV SYSTEM AND LOCAL GUARD TOURS, WITH TWO OR MORE GUARDS IN EACH SITE, 24 HOURS A DAY, SEVEN DAYS A WEEK.

THE CLIENT WAS SATISFIED WITH THE LEVEL OF THE SERVICE PROVIDED AND DID NOT WANT TO DISMISS THE OPERATIONS THAT WERE ALREADY IMPLEMENTED, WHICH GUARANTEED THE SECURITY OF THE COMPANY'S ASSETS. HOWEVER, THE CLIENT WISHED TO SUBSTANTIALLY REDUCE THE HIGH COSTS OF THE OVERALL SURVEILLANCE OPERATION.

SOLUTION

IN ORDER TO FIND THE RIGHT SECURITY SOLUTION, WHICH WAS BOTH RELIABLE AND AFFORDABLE FOR THE CLIENT, SECURITAS FOUND THE ANSWER IT WAS LOOKING FOR, WHILE KEEPING A HIGH LEVEL OF SERVICE: **REMOTE SERVICES PROVIDED THROUGH THE SSOC - SECURITY SOLUTIONS OPERATIONAL CENTRE.**

EACH BUILDING WAS THE TARGET OF A SPECIFIC SECURITY PROJECT, WHICH CONSISTED OF THE INSTALLATION OF NEW EQUIPMENT AND THE REGULARISATION OF EXISTING SYSTEMS. THIS INITIAL INVESTMENT IN TECHNOLOGY WAS NECESSARY TO MAKE THE MIGRATION PROCESS OF LOCAL SERVICES TO REMOTE SERVICES VIABLE, BUT WAS COMPLETELY AMORTISED IN THE MEDIUM TERM BY THE SUBSTANTIAL REDUCTION OF THE TOTAL COSTS OF THE SECURITY OPERATION.

ORGANISATION

SECURITAS - Serviços e Tecnologia de Segurança, S.A

LOCATION

PORTUGAL

MARKET

PRIVATE SECURITY

"ACCORDING TO THE NEEDS OF EACH CLIENT AND THE TRENDS IN THE PORTUGUESE MARKET, AGORA WAS THE IDEAL TOOL TO HELP SECURITAS PORTUGAL PERSONALISE AND ADAPT NEW REMOTE SERVICES WITH SPEED AND EASE."

*JOÃO COSTA,
SSOC MANAGER OF SECURITAS PORTUGAL*





JOÃO COSTA
SSOC MANAGER OF SECURITAS PORTUGAL

TO ENSURE THE REMOTE SERVICES WORK PROPERLY, THE NETWORK SOLUTION WAS STUDIED IN DETAIL. WE WERE ABLE TO **CONNECT ALL THE EQUIPMENT TO THE REMOTE SERVICE PLATFORM** OF THE SSOC - THE AGORA CMS. THE MANAGEMENT OF THE CCTV SYSTEM, THE INTRUSION DETECTION SYSTEMS AND THE IP INTERCOMS COULD NOW BE DONE **REMOTELY THROUGH THE AGORA INTERFACE**.

THE IMPLEMENTATION OF PROCEDURES, THE REMOTE HANDLING OF ALARMS, AND THE NEW SERVICES MADE AVAILABLE THROUGH THE AGORA SOLUTION **ALLOWED THE TOTAL REPLACEMENT OF GUARDS** IN THE VARIOUS SITES, WHILE KEEPING THE EXISTING SECURITY LEVEL AND **SIGNIFICANTLY REDUCING THE FIXED COSTS** OF THE OVERALL OPERATION.

NEW REMOTE SERVICES

THE SSOC - SECURITY SOLUTIONS OPERATIONAL CENTRE - HAS BEGUN PROVIDING NEW PERSONALISED REMOTE SERVICES FOR EACH CLIENT. THE IMPLEMENTATION OF THESE SERVICES WAS CRUCIAL TO ALLOW THE PRESENTATION OF ALTERNATIVES TO THE LOCAL GUARDS IN CERTAIN SCHEDULES, THUS REDUCING COSTS FOR THE CLIENT WITHOUT LOWERING THE LEVEL OF THE SERVICE PROVIDED.

SOME OF THE SERVICES CREATED WERE:

- **ALARM VIDEO VERIFICATION:** ALLOWS AN OPERATOR TO DISTINGUISH A FALSE ALARM (FALSE POSITIVE) FROM AN ACTUAL ALARM (ACTUAL POSITIVE). IN THE CASE OF A FALSE ALARM IT IS VERY IMPORTANT TO DETECT, AS SOON AS POSSIBLE, THAT THE ALARM IS FALSE TO AVOID DISPATCHING HUMAN RESOURCES TO THE REMOTE SITE AND/OR TAKING OTHER UNNECESSARY AND COSTLY ACTIONS. IN THE CASE OF AN ACTUAL ALARM, IT IS EVEN MORE IMPORTANT TO ENSURE A PROMPT AND THOROUGH RESPONSE FROM THE OPERATOR.
- **REMOTE OPENING AND CLOSING OF THE FACILITIES:** ALLOWS FOR A VIDEO TOUR OF ALL THE CAMERAS IN THE FACILITY, IN ORDER TO MONITOR THE OPENING AND CLOSING OF THE FACILITY. THE OPERATOR CAN REMOTELY MONITOR AN AREA AND ENABLE OR DISABLE THE SITE'S INTRUSION PANEL. IF EMPLOYEES SHOULD STAY IN THE FACILITY BEYOND THE ESTABLISHED SCHEDULE, THE OPERATOR FOLLOWS THE INSTRUCTIONS AND CALLS THE SITE TO CHECK THE REASON OF THIS CHANGE. ALL THE OCCURRENCES, NAMELY THE EXCEPTIONS, ARE REGISTERED IN THE SYSTEM AND CAN BE LATER AUDITED.
- **REMOTE MANAGEMENT OF MAIN DOORS IN CERTAIN SCHEDULES:** DURING A CERTAIN SCHEDULE, THE MAIN DOOR SERVICE IS CARRIED OUT LOCALLY BY THE COMPANY'S RECEPTIONIST. IN THE REMAINING SCHEDULE, WHEN A VISITOR WANTS TO ENTER THE FACILITY, THE SSOC RECEIVES A CALL FROM THE MAIN DOOR, INTERACTS WITH THE PERSON, REGISTERS THE ENTRY WITH THE PERSON'S DETAILS, CONFIRMS THE ENTRY'S AUTHORISATION THROUGH THE LIST OF PERSONS PREVIOUSLY AUTHORISED OR WITH AN OFFICER FROM THE ORGANISATION AND FINALLY REMOTELY OPENS THE FACILITY.
- **REMOTE VIDEO TOUR:** ALLOWS TO REPLACE OR COMPLEMENT THE SURVEILLANCE TOURS CARRIED OUT BY GUARDS AT THE SITE. GUARD TOURS CAN BE SET AT A GIVEN TIME OR RANDOMLY. THE OPERATOR IS GUIDED THROUGH A SERIES OF PREVIOUSLY CONFIGURED CHECKPOINTS WITH RELEVANT INFORMATION (VIDEO, AUDIO, DOOR STATUS, OTHER DEVICE STATUS ETC.) AND A SET OF INSTRUCTIONS TO FOLLOW AND/OR QUESTIONS TO ANSWER. AGORA GUARANTEES THAT THE PROVIDED SERVICE AND ALL THE INFORMATION IN EACH CHECKPOINT ARE ATTENDED.

IN THE FUTURE, SECURITAS PORTUGAL WILL BE ABLE TO **CONTINUE ADDING NEW REMOTE SERVICE CLIENTS** TO ITS SYSTEM WITHOUT ANY EFFORT, AS WELL AS IMPLEMENTING NEW SERVICES AND NEW EQUIPMENT, WITHOUT THE NEED TO RESIZE OUR OPERATIONS CENTRE OR HAVING TO TRAIN OUR EMPLOYEES. THE BUSINESS GROWTH AND THE INTEGRATION OF NEW TECHNOLOGIES WILL NOT BE AN ISSUE, AS THE OPEN AND STABLE ARCHITECTURE OF AGORA'S PLATFORM WILL CONTINUE TO ALLOW THE MONITORING OF THE EVOLUTION OF THIS ORGANISATION.



REMOTE ACCESS TO SECURITY SYSTEMS
SECURITY OPERATION OPTIMISATION AND COST REDUCTION



COSTUMISED PROCEDURES
THE OPERATOR FOLLOWS THE INSTRUCTIONS STEP BY STEP AS DEFINED BY THE CLIENT



IOT READY
INTEGRATES DIFFERENT SYSTEMS OF DIFFERENT BRANDS



BUSINESS INTELLIGENCE
AGORA MONITORS YOUR SECURITY CENTRE'S OPERATIONS AND BUSINESS

THE ADVANTAGES

CUSTOMISED INTERACTIVE PROCEDURES

AGORA HAS ALLOWED THE IMPLEMENTATION OF STANDARD OPERATIONAL PROCEDURES, WHICH WERE DESIGNED TO FIT THE CLIENT'S NEEDS AND FOLLOW SECURITAS' RECOMMENDATIONS. THESE PROCEDURES ARE AN INTEGRAL PART OF AGORA'S DYNAMIC WORKFLOW, IN THE SENSE THAT THEY GUIDE THE OPERATOR OF THE SSOC STEP-BY-STEP IN RESOLVING EVERY ALARM AND GUARANTEE THAT THE ESTABLISHED SECURITY MEASURES ARE MET. THESE INSTRUCTIONS ALLOW THE STANDARDISATION OF THE EVENT HANDLING AND MINIMISE THE OCCURRENCE OF ERRORS AND BAD DECISIONS, WHILE INCREASING THE SECURITY OF PEOPLE AND ASSETS.

CERTIFICATION OF SERVICE PROVIDED

AGORA SOFTWARE ENABLES ORGANISATIONS TO ENSURE PROOF OF SERVICE FOR ALL CLIENTS THROUGH THE REPORT AND AUDIT MODULE. AGORA RECORDS IN A DATABASE ALL THE RELEVANT OPERATORS' ACTIONS TOGETHER WITH ALL THE VIDEO & AUDIO ACCESSED. AGORA ALLOWS TO SEND REPORTS WITH ALL THE RELEVANT STEPS OF THE SERVICE PROVIDED. THE REPORTS ARE CONFIGURED AUTOMATICALLY AND WITH A PERIODICITY THAT MEETS THE CLIENT'S NEEDS.

ASSURING AND IMPROVING THE RESPONSE TIMES

AGORA IMPROVES TIME OF FIRST RESPONSE DRAMATICALLY: OPERATORS ARE PRESENTED WITH ALL THE ALARMS IN PROGRESS, ORDERED BY DESCENDING PRIORITY AND CORRELATED BY SITE. WHEN AN OPERATOR STARTS HANDLING AN ALARM, HE IS GUIDED STEP-BY-STEP WITH SPEED AND EASE THROUGH THE ALARM'S RESOLUTION. THIS REDUCES FIRST RESPONSE AND ALARM HANDLING TIMES, AS WELL AS SIGNIFICANTLY REDUCING HUMAN ERROR,

SAVING MONEY AND REDUCING RISKS. THE BUSINESS INTELLIGENCE TOOLS ALLOW THE MONITORING OF THE FIRST RESPONSE TIMES SO THAT THE SECURITY DIRECTOR CAN ASSURE THAT THE CONTRACTS ARE BEING MET.

SYSTEM'S UNIFICATION AND OPTIMISATION OF THE SSOC

THE AGORA CMS SOFTWARE HAS ALLOWED THE MANAGEMENT OF DIFFERENT SYSTEMS AND EQUIPMENT IN ONE SINGLE WORKFLOW BY GATHERING, ANALYSING AND CORRELATING INFORMATION FROM DIFFERENT SOURCES, WHICH GUARANTEES THAT THE OPERATOR DOES NOT NEED TO WORRY ABOUT THE UNDERLYING SYSTEMS. THIS UNIFICATION SIMPLIFIES THE OPERATION AND ALLOWS THE OPERATOR TO CONCENTRATE ON ONLY HANDLING THE EVENT THAT IS PRESENTED TO HIM.

IMPROVING EQUIPMENT AND MIGRATE GRADUALLY

AGORA IS AN OPEN AND UNIFORMED PLATFORM THAT ALLOWS A PROGRESSIVE EQUIPMENT MODERNISATION. SOMETIMES, SOME OF THE EXISTING EQUIPMENT ARE MORE THAN 10 YEARS OLD AND THE CLIENTS DON'T WANT THEIR IMMEDIATE REPLACEMENT. AS THE EQUIPMENT MALFUNCTIONS, IT IS REPLACED WITH MORE TECHNOLOGICALLY ADVANCED EQUIPMENT THAT HAS A BETTER PERFORMANCE AND COMPLIES WITH THE CURRENT LEGISLATION.

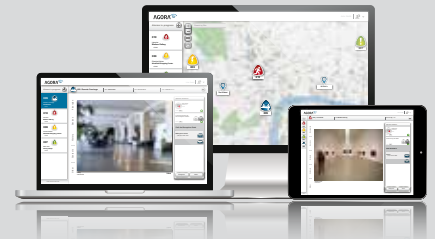
BUSINESS INTELLIGENCE

THE AGORA PLATFORM ALLOWS TO ANALYSE THE PERFORMANCE OF THE SSOC, USING BUSINESS INTELLIGENCE TOOLS. A CREDENTIALLED USER CAN MONITOR THE ALARM RESPONSE TIMES, ALARMS PER SITE, TYPE AND OPERATOR, ETC., IN ORDER TO MAKE THE BEST MANAGEMENT DECISIONS FOR HIS OPERATIONS.



ABOUT AGORA CMS

AGORA CMS IS A UNIFIED MONITORING PLATFORM FOR YOUR ALARM RECEIVING CENTRE, THAT INTEGRATES ALL EQUIPMENT, OPTIMISES OPERATIONS AND INCREASES PRODUCTIVITY. WITH OUR SOFTWARE, YOU'LL BE ABLE TO REDUCE OPERATIONAL COSTS BY REDUCING FALSE ALARMS AS WELL AS IMPROVE ALARM HANDLING AND FIRST-RESPONSE TIMES. YOU'LL BE ABLE TO CUSTOMISE PROCESSES AND PROCEDURES AND OFFER NEW SERVICES TO YOUR CLIENTS, SUCH AS REMOTE GUARD TOUR, ENTRY/EXIT MANAGEMENT, LONE WORKER PROTECTION, SUPERVISED ACCESS CONTROL...



JOÃO COSTA

SSOC MANAGER OF SECURITAS PORTUGAL

