

Case Study

Securitas Security



“Securitas ultimately chose Incident Desk not because it went beyond the capabilities of other systems, but also because of the forward-thinking attitude of its developers.”

Jeremy Horner
Business Development Manager
Securitas, South Africa

PROJECT SUMMARY

Company
Securitas

Market
Security

Location
Cape Town, South Africa

Established in South Africa in 2009 and operating in 52 countries around the world, Securitas is today responsible for delivering security and urban management services to the majority of Cape Town's CIDs, including Groote Schuur, Claremont, Wynberg, Voortrekker Road, Observatory and Woodstock.

With larger CIDs averaging 2,000 to 3,000 incident reports a month, the company needed a way to consolidate its incident reports and integrate multiple monitoring and reporting systems both within and between the various CIDs on its books.

The Challenges

CIDs are essentially demarcated management zones, or special rates area (SRA) by the City of Cape Town where the majority of residents contribute a nominal additional fee for top-up value-add services like security patrols, cleansing services and urban maintenance. While CIDs have become one of the major success factors in the upliftment of Western Cape communities, they also generate enormous amounts of data and deploy many different systems – both manual and electronic.

“One of the main challenges we face from a management perspective is breaking down the silos of information not only within a CID, but also between CIDs, because issues that affect one CID often spill over into an adjacent district,” says Securitas South Africa business development manager Jeremy Horner.

“A less obvious issue was that each CID had its own separate and often incompatible systems, creating ‘islands’ of data with very little sharing or consolidation going on,” he says. “To be smarter, to go beyond basic service delivery and add real value for our clients we needed a way to bring all these systems together, which we are now doing on an area-by-area basis with Incident Desk.”

The Solution

Incident Desk consolidates information from any number of CIDs, and is part of a larger national urban management and public safety solution which centralises information for the whole of South Africa. This ability to predict and prevent crime makes



CONTACT US

Solution House UK

+44 (0)207 0303 174

info@myincidentdesk.co.uk

153 Milton Keynes Business Centre,
Milton Keynes,
Buckinghamshire,
MK146GD,
United Kingdom

Solution House SA

+27 (0)82 565 8081

info@myincidentdesk.com

South Africa

it possible for companies like Securitas to become far more proactive in their service delivery, which ultimately sets them apart from organisations that are predominantly reactive.

Solution House director Tiaan Janse van Rensburg says security management is a good example because security companies often have to deal with input from multiple systems such as alarms, access gates and street cameras.

“Using a single system that allows us to aggregate incident reports from these various sources and quickly see where, when and how often certain crimes take place in certain areas within a CID allows us to identify trends and ‘hotspots’ and predict when and where we’re likely to see them reoccur,” he says.

Incident Desk is deployed as a cloud-based managed service from Solution House, so new CIDs can quickly and easily be loaded and become operational.

The Results

Horner says the Incident Desk smartphone app is a big plus, letting mobile patrollers report and respond to incidents almost as soon as they happen.

“Since all incident information is filtered up to a central dashboard that allows area managers to see exactly what is happening and where, we can often respond to incidents before the client even knows they’ve occurred,” he says. “New areas, or facilities within existing areas, can be added to the system with a few clicks, are instantly available to mobile users through the smartphone app, and immediately start feeding incident data to the management dashboard.”

Securitas ultimately chose Incident Desk not because it went beyond the capabilities of other systems, but also because of the forward-thinking attitude of its developers.

“Typically you buy and install a new software system and that’s the last you hear from the company, but Tiaan and his team were – and remain – personally involved in every aspect of project,” says Horner. “They go out of their way to help us gain incredible value by virtue of their experience of managing similar urban environments in South Africa and overseas, and while Incident Desk is more affordable than other comparable systems, you can’t really put a price on that type of service.”