

Solution Innovation Case Study: Utilizing Interoperable Managed Services, To Improve Security Officer Performance for Enterprise Wide Physical Security and Asset Protection National Programs

The SEC's Solution Innovation Partner (SIP) program evolved to help security practitioners expedite choosing a trustworthy risk mitigation vendor with confidence given the myriad of possible options in the marketplace. Proven Solution Innovation Case Studies help to evaluate performance claims and differentiate security solution providers for business outcomes including risk mitigation, return on investment, and security assurance.

This Solution Innovation Case Study offers a proven process approach for mitigating risk(s) online that could result in injury or impairment of people, assets, critical processes, products and/or brand reputation. This proof point examines representative risk issues, mitigations and result outcomes as validated by the Security Executive Council and the end-user.

This case study highlights an international retailer's use of Protos Security's Integrated Services and Security Labor suite of technology solutions to augment its delivery of its security officer services over a large geographical footprint. The technology leverages traditional security officers, armed security officers, on-demand emergency security officers, and off-duty Police Officers into a highly visible and transparent client exception management dashboard capturing customized KPI's and reporting tools.

Risk Issues and Mitigation Opportunities:

1. Numerous Security Officer Vendor Performance issues ranging from:
 - a. Incident reports were not effectively routed to Loss Prevention by the Security Officer Vendor.
 - b. Minimal visibility of the entire manned guarding operations due to on-site paper reporting.
 - c. Significant delays in the Security Officer Vendor Management Follow Up and interaction.
 - d. Lost hours of service, tardiness, and other issues were not reported.
 - e. Unified Risk Oversight potential within single operating picture
2. The prior Security Officer Vendor did not provide KPI's.
3. Inability with the current Security Officer Vendor to fill on-demand emergency security coverage.
4. The prior Security Officer Vendor was misaligned with the Client's vision and what the Client was trying to accomplish for both the short- and long-term initiatives.
5. Due to a lack of transparency and delays in the prior Security Officer Vendor's invoicing process, the Client lacked confidence in the operational oversight including timing of invoices and overall expense cost.
6. Vagrancy, theft and loitering in the parking lots of their retail stores.
7. Program defensibility

Solution Requirements:

- A Client Dashboard and Portal so the Client did not have to wait for reports from their former supplier.
- Real-Time Mapping to indicate where Security Officer staffing issues are occurring within North America.
- Provide out of tolerance exception management "Tardy Alerts" to provide increased visibility to whether a Security Officer is on Post and working

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- Daily schedule counts to indicate what locations have Security Officers, during which times, upcoming shift requirements, and local site information.
- Instant significant incident reporting by hour, day, week, and month.
- Remote integrated video/audio monitoring solution in its parking lots to increase people protection and better manage vehicle break ins, thefts, and other crimes.

Delivered:

- Leveraged its network of 4,000+ Security Vendors to deliver a hybrid Security Officer services model utilizing traditional Security Officers which included unarmed services, armed services, mobile patrols, and off-duty Police Officers within 19 days of initial discussion.
- Distributed solar powered self-contained mobile surveillance trailers with video analytical cameras, audio for voice down command plus a strobe light kit.
- Performed outstanding service across North America for permanent weekly services.
- Service On-demand emergency and temporary details with minimal notifications.
- Added client sites to its 24 hours per day remote video monitoring center, implementing proven incident response protocols aligned with the client's mission and culture.

Outcome and Benefits of Service Including ROI:

- 99% of the last minute On-Demand Client Service Requests were staffed on-time.
- Protos Security's Incident Reporting Tool was able to generate and process more than 4,450 reports over the course of a 12-month period.
- Increased client employee Security Officer service confidence 18% in the first year from 78% to 92%.
- Improved estimated ROI by 2.06%
- Additional significant cost avoidance (uncalculated) has been achieved by blending officer and technology service coverage; up to and including brand reputation defensibility

SIP Case Study Authentication Process

This process was overseen by a Security Executive Council subject matter expert with 20+ years of experience in developing and leading people and asset protection programs as a trusted security advisor for global, multinational organizations. End-user authenticated May 2020.

Note: *The Security Executive Council's Solution Innovation case study represents a snapshot in time to demonstrate a solution to a specific-organization's issue. End-user diligence, trial and measurement are strongly recommended for any contemplated risk mitigation activity.*

A General Comparison of Competition

Client Service/Resource Attributes or Capabilities	Protos Security	Company “A” Multi- National	Company “B” Multi- National	Company “C” Multi- National	Company “D” Local
<i>ELECTRONIC TIME & ATTENDANCE</i>					
Officers are geolocated with the caller ID to ensure on-site accountability	Yes	Yes	Yes	No	No
Officers are supported by a 24/7/365 helpdesk	Yes	Yes	Yes	No	No
<i>CLIENT TRANSPARENCY, AUTOMATED TOOLS & ONLINE ACCESS INSTANEOUSLY</i>					
Daily Temporary Staffing & Emergency Staffing Reminders	Yes	Yes	Yes	No	No
Clients Receive Tardy Alert Notifications for every single shift, site, and portfolio.	Yes	No	No	No	No
Clock-In Notifications	Yes	Yes	Yes	No	No
Weekly Incident Report Recap	Yes	Yes	Yes	Yes	Yes
Weekly Punch Reports	Yes	No	No	No	No
Weekly Budget Reports	Yes	Yes	Yes	Yes	Yes
Works on All Devices	Yes	No	No	No	No
Site Information on a moment’s notice	Yes	Yes	Yes	Yes	Yes
Quality Assurance Feedback	Yes	Yes	Yes	Yes	Yes
Real-Time Map of your Operation	Yes	No	No	No	No
Instant site operational situational understanding	Yes	No	No	No	No
<i>INCIDENT REPORTING</i>					
Single portal for incident transmission, archive, and on-demand retrieval	Yes	No	No	No	No
Real-time actionable site intelligence for the Client	Yes	Yes	Yes	No	No
Caller ID of the Officer is made available for fast callback if necessary	Yes	Yes	Yes	No	No



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A research and advisory firm

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<i>Managed Integrated Remote Guarding</i>					
Has a 24/7 Remote Video Monitoring Center	Yes	Yes	Yes	No	No
Ability to reduce your Security spend	Yes	Yes	Yes	No	No
Customized Video Solutions with Video Analytics and Audio Capable	Yes	Yes	Yes	No	No
Rapid and Scalable Deployments	Yes	Yes	Yes	No	No
<i>Protos Managed Services</i>					
Services in all 50 States, Canada, plus Puerto Rico	Yes	Yes	Yes	No	No
Customized Key Performance Indicators	Yes	Yes	Yes	No	No
Fully Transparent Dashboard with Instantaneous Updates and Risk Heat Mapping	Yes	No	No	No	No
Invoices by the minute to enable cost savings and ROI	Yes	No	No	No	No
Trusted, vetted National Account Program	Yes	Yes	Yes	No	No
Proven Integrated Security Platform		Yes	Yes	No	No
Case Studies for ROI via a Remote Guarding Platform	Yes	Yes	Yes	No	No
Operates a large and robust Dispatch Center	Yes	Yes	Yes	No	No
Collective knowledge ability to reduce Officer spend	Yes	Yes	Yes	No	No