

SecureForce UK chooses Real-Link to monitor their security patrols and to record fire alarm testing.

SecureForce UK is a highly successful, regional security company who offer manned guarding, concierge service, event security, mobile patrols and keyholding services. They are based from their two regional offices in Newton Abbot, Devon and Newbury, Berkshire. As a company, SecureForce UK put a lot of emphasis on technology and like to be at the forefront of implementing new technical advances that help to improve the service they can offer to their customers. This motivated them to using the Real-Link system for their security patrol monitoring.

SecureForce UK identified that to be able to distinguish themselves from their competition they had to offer the best possible service to their customers. This meant creating complete transparency of what they do, for their customers to see. SecureForce identified that many companies mistrusted out of hours security, which was mainly a result of them being unsure whether what they were paying for was actually being done. In order to gain this trust from the customer, SecureForce decided that they would have to prove that they were delivering the service that they said they would. One option was using an old fashioned patrol system that would show when each site had been patrolled. However, the device would need to be collected from site and downloaded every day or week so that the data could be sent to the customer. This also meant that SecureForce UK would only be able to send the customer the proof quite a while after the event had happened. Therefore, SecureForce UK decided to investigate real-time patrol systems. This led them to contacting RealTime DC, who are specialists in mobile software solutions.



RealTime DC's Real-Link system has given SecureForce management the ability to view the patrols as they are being done, as all data is transmitted immediately. SecureForce UK were able to grant their customers access to the data that was relevant for them. The management team were also happy that they could view the information from their smart phones whilst out and about.

SecureForce UK have also extended their use of the Real-Link system to recording details of fire alarm tests. When an officer touches the alarm tag, an instruction of what he must do appears on the phone, which he must answer before the next instruction will appear. They also





started using it for storing alarm and gate codes. This works by the alarm code information being stored on the secure server and only becoming available when a registered user touches the tag that has been placed at the location of the alarm/gate. Once this tag is touched by the phone the software calls up the code from the server and displays it on the phone for the officer to use. As soon as he has acknowledged this, the code will disappear and cannot be recalled unless the tag is touched once again. This adds extra security to SecureForce's offering as they no longer need to carry alarm and gate codes around that could be lost or stolen.

Most recently, SecureForce UK has started to use the attendance alert functionality of the Real-Link system. This enables a control room or supervisor to be alerted if a patrol is not done in the correct timeframe.

Marc Wain, the Operations Director of SecureForce UK had this to say about the Real-Link system - "the use of Real-Link has been instrumental in securing most of our current customers, which has seen our business grow from nothing to 40+ employees in just 18 months of trading. We also benefit by knowing that all of our officers are acutely aware that the system is proactively monitored both by SecureForce Management as well as the customer. This ensures they complete all required patrols regardless of weather, work load etc."

Real-Link is an ideal tool for security companies wanting to ensure the safety of their staff and to prove the service they are delivering to their customers. Real-Link runs on a mobile phone and reads RFID tags that are placed on and around sites. A security officer on patrol would simply have to touch the tag with the phone to prove who he is, where he is and when he was there. The information is sent via the mobile phone network so that it is instantly available for viewing by management or a client via a web-based log-in. As well as basic patrol information, Real-Link can also be used for incident reporting, asset checking, supervisor site visits, lone worker protection and much more. To find out more about Real-Link or to arrange a demonstration please contact RealTime DC on info@realtimedc.com or 01243 855700.

