



Initial Security: Improving alarm response with wireless data and GPS

Challenge

Most people are unaware of the dangers and challenges facing private security guards when responding to alarms. Not only do they face the threat of violence by intruders, but they also have to respond quickly to satisfy their customers and meet the business needs of accurate and timely reporting. Global private security company Initial Security, a subsidiary of Rentokil Initial, is using mobile technology and the Global Positioning System (GPS) to meet these challenges. The goal of this program, deployed by Initial Security's Belgian operation, was to automate the process of responding to alarms by guards patrolling in vehicles. The previous process was labor intensive and time consuming. Alarms received were manually recorded by dispatchers who then contacted patrolling guards by mobile phone. Dispatchers did not know the location of guards so they were not able to dispatch the closest guard to the alarm. When patrolling guards arrived at the alarm location, they were effectively out of contact with dispatchers, decreasing the guard's personal safety. Guards also often had trouble finding the exact alarm location. After the incident was concluded, guards would write handwritten reports, which would be filed on return to the office. Customer invoicing was done manually from the reports.



Solution



LinksPoint's partner company, Tensing, a leading mobile software developer serving North America and Europe, assembled a cutting-edge solution to improve three key areas: Alarm response times due to time-critical service level agreements; the personal safety of patrolling guards; and the reporting and invoicing of alarm incidents to customers. This cutting edge solution incorporates Symbol PPT 2837 ruggedized wireless handheld computers, running on Proximus'

GSM/GPRS wireless data network; LinksPoint's GlobalPoint GPS receivers and accessories; and Tensing's Field Vision Software. Patrol vehicles are outfitted with LinksPoint's in-vehicle GPS "repeater" kit to allow GPS use both in and out of the vehicle.



When an alarm report is received under the new solution, Field Vision software in the dispatch center provides dispatchers with all the information they need about the alarm. Dispatchers can see exactly where each guard is on a map display and his or her current status to more effectively manage the assignment of guards to specific alarm response missions. They can also access pertinent information about alarm locations including keyholder information, alarm status and customer background data. Field Vision also provides numerous reporting options including invoice generation, labour registration, internal and external reporting, database contents and statistics.



In the field, guards use Tensing's Field Vision Mobile on the Symbol handheld computers to receive alarm mission assignments and report their duty status. The solution gives patrolling guards access to all necessary customer information available in the dispatch center. Field Vision Mobile is integrated with LinksPoint's GPS receivers to send GPS coordinates to the dispatch center. This allows dispatchers to view guard locations whether they are in the vehicle or on foot. Additionally, GPS allows guards to more effectively identify the alarm location when there are several possibilities at a client site. Field Vision Mobile also manages the alarm reporting process, automatically filing reports wirelessly so that customers can be notified of alarm status and invoices can be generated.

Benefits

- Automated alarm detection in the dispatch center decreases errors and communication time.
- Moving from voice to wireless data for dispatch improves alarm response times by up to 10 minutes.
- GPS location for guards in the field greatly improves personnel safety.
- Electronic alarm reports from guards reduce errors and loss of information by eliminating written notes and manual data entry.
- Real-time transmission of guard reports allows instant status feedback to customers.
- Automated reporting allows instant and accurate invoicing, significantly shortening the time to deliver the customer invoice.



For more information on Initial Security visit www.initialsecurity.com for North America, www.initial-security.be for Belgium, or www.initial-security.co.uk for the United Kingdom,

For more information on Tensing or Field Vision visit www.tensing.com.