

A background image showing a white hard hat with "LINGWOOD SECURITY MANAGEMENT" printed on it, a black flashlight, and a document titled "Site Security For" with a list of items and logos at the bottom. The document also features the "Active TRACK" logo.

# Case Study: Lingwood Security

## Product: Active Track



### Background

Lingwood Security provides a UK wide professional security service, offering maximum protection to individuals and businesses. They specialise in the utility, rail, energy and construction sectors, providing security advice and protection that is both a deterrent to criminals and an appropriate response to potential business losses.

### The challenge

With many of Lingwood Security's assignments involving lone security workers, it was essential that they were able to access in-patrol information to ensure the safety and security of their staff as well as being able to report back on patrols to clients.

Lingwood supplied staff with monitoring equipment on their company mobile phones but it was becoming increasingly unfit for purpose; it was too complicated for staff to use while on patrol and was slowing down the functionality of the phones.

### The solution

Thomas Docherty, general manager at Lingwood Security, knew he needed to offer a better solution to his clients and staff. After researching the real-time patrol systems on the market, he was impressed with GuardTour's experience and industry knowledge. He said:

"After speaking to the team at GuardTour, I was confident that they understood the needs of our business and where our current solutions were currently letting us down.

**“They suggested Active Track to us and it has been fantastic for our staff, clients and the management team. Using GPRS, we are able to fully monitor our mobile workers' time and attendance in real-time and they feel secure knowing they can immediately get in touch with a control room if they are in danger.”**

"The reporting functions on the software are also valuable because we can access reports on mobile phones, tablets or computers at any time, meaning we are always aware of what is happening in the business."

### The result

Worker safety and customer reporting has been improved since Lingwood Security made the switch to using Active Track technology. Thomas added:

"Active Track is a robust, simple and reliable solution to our needs and we have not looked back since we started to use it. The expertise of the team at GuardTour has been invaluable and working with them is the perfect partnership for us."