Case Study: Teesside University
Product: Active Track

Active
TRACK

Background

Awarded the Queen's Anniversary Prize 2014-18 for outstanding work in the field of enterprise and business engagement, Teesside University works with over 20,000 undergraduate and postgraduate students and employs over 2,000 staff.

More than £270 million has been invested in its town centre campus in the heart of Middlesbrough, providing top-class facilities to students.

The challenge

With the safety and security of a large number of students and staff needing to be maintained across the campus' different buildings, the security team at Teesside University were using a simple patrol recording system to produce reports. But, as an ageing system, which hadn't benefited from regular software updates, it was struggling to cope with the security team's growing requirements for a patrol system. The readers were failing more and more and were becoming increasingly costly to repair.

Security manager Stuart Jones said:

> **As the university grew, our existing patrol systems were unable to develop with us and so there was increasing pressure being put on our security staff to fulfil their reporting duties.**

The solution

After researching more up-to-date models of patrol systems, Stuart got in touch with GuardTour about its Active Track system. This would provide the University with a robust platform which would give real time information as well as a number of other benefits.

Stuart said: "Active Track offers a vast improvement on our existing system because it allows us to analyse information in real time rather than later on once reports have been uploaded. It also serves as a second line communication system and offers additional health and safety benefits such as alerting us to distress call functions with accurate positioning details."

Active Track is being used for all security foot and mobile patrols within the grounds and buildings of the University. It is also being used to record escort duties, fire incidents, intruder alarm alerts and general incidents."

The result

Active Track has enabled the security team at Teesside University to operate more efficiently and streamline its operations.

Stuart concluded: "Active Track has been really beneficial to the security team and its operations; showing us the productive time of our team members and cutting down on the time demands of management. We no longer have to spend long periods of time downloading and printing out reports, everything is accessible in real time. Our security officers are also working in safer conditions now because of the communications functions of the software."