

Case Study: Viking Consultancy

Product: Active TRACK

The Background

Viking Security Consultancy are specialist providers of security services and personnel. They are employed for the protection of life, property and premises. They pride themselves on providing a truly bespoke service to every client by accurately assessing requirements and recommending the best-fit solution.

With a broad range of clients across industries including retail, commercial and industrial, Viking require a variety of products and solutions in order to provide the highest quality of service for which they have become renowned. Not only that, they also have a duty of care to ensure the safety of their employees.

Connect Security Solutions have been working alongside Viking to ensure that they are armed with a powerful suite of the very latest in effective security products and solutions to facilitate the service that they in turn provide to their clients.

The Challenge

The majority of Viking's assignments are located in remote, industrial areas and involve lone working security personnel. The only contact the management and office had with the guards on duty, was via radio. Often guards were expected to work at night in isolation which of course also meant they were somewhat exposed, and potentially at danger.

Aside from the obvious concerns about security guard protection and welfare, there were also concerns over the lack of accountability and reporting capabilities. Prior to working with Connect Security Solutions, the management at Viking had no way of knowing if the guard was on site and if they had completed their assigned patrols since they could not confirm this. This provided little comfort to Viking's clients.

The Solution

Connect recommended the Guard Tour Active Track system since it has a number of key features which ensure its effectiveness, and at the right price. Since Active Track utilises GPRS, it means that a guard can be fully monitored, in real-time, which is ideal for companies operating 24/7 since this solution allows monitoring around the clock. Not only is it rugged in design ensuring its Incident recording facilities, the handheld devices are also an effective data collector tool which effortlessly capture captures location checkpoint intelligence which in turn feeds back into our powerful management and reporting software, ActiveView.

Developed using the latest in technology, ActiveTrack vastly improves the safety and compliance of thousands of mobile workers.

The Result

In the past six months since introducing Active Track, there's been significant improvements, not least of all to bottom line profitability. The Active Track solution has enabled Viking to win a number of key contracts which would have otherwise eluded them. Their security personnel are feeling secure and happy knowing that their employers have invested in their safety. The most significant benefits come from existing clients who are extremely satisfied with the reporting functionality afforded to them via Active View.

“The training provided by Nathaniel was great. He used layman's terms, no jargon, and so it was easy to understand. When myself or the crew have called Connect, we also find them very polite and helpful”

David Wilson, Viking Security