



Case Study: Stance Security

Product: Active Track



Background

Stance is a Lincoln-based security company providing all aspects of Security, from manned guarding to alarm response and dog security.

We look after a variety of premises including lorry depots, building sites, warehouses, council offices, industrial parks and more.

The challenge

With a field of security guards operating 24/7 it was vital that Stance knew that their team was safe, well and in the right place at all times.

Owner and operations manager, Anthony Porter, said: "We did have a control centre until last year, from which we could coordinate and monitor all activity, but when this was closed we needed another way of looking after our team.

“Initially we decided to trial a mobile solution, which, on paper offered a full bells and whistles package, but in reality it gave us very little, in fact only a panic button and phone connectivity.”

Anthony has chosen a mobile option as it made sense to be able to combine the functions of a smartphone with those of a guard device; but he was left very disappointed. As with many security posts, mobile phone signal was bad in many of the areas in which his team worked, which left the device redundant in many situations.

The technical abilities promised through the device had not been activated correctly leaving him with the headache of phone call after phone call trying to sort things out.

He said: "I was even given a personal contact, such were my issues I had with the devices, which certainly weren't cheap, and were not helping us carry out our daily monitoring checks; in fact they were hampering them."

The solution

The frustrations of the mobile phone solution led Anthony to Guardtour, a leading provider of patrol monitoring systems for the security industry.

He said: "I needed a solution which would enable me to monitor the guards on patrol giving me peace of mind that they were where they should be and they were safe.

"Guardtour suggested I should use Active Track; enabling full monitoring of mobile worker time and attendance in real-time and with all data transmitted through GSM networks, an always on solution.

"It sounded exactly what I needed and they could offer it me straight away."

Guards can now check in at regular intervals letting me know they are okay and I'm working with Guardtour on additional aspects which I feel will be beneficial to the team.

"They have really exceeded all expectation and given me the solution I had hoped for, but didn't get from the mobile option."

The result

While trialled on only several guards until issues with the previous mobile phone supplier was sorted, Stance intend to roll out Guardtour across their whole team in coming months and look to expand its use for their benefit.