

Case Study

INGRAM MICRO

The Client

Ingram Micro is a fortune 100 company and globally the largest technology distributor of IT products and services. They have various locations all over the world and they can have all kinds of hardware on-site at any time so the need for discretion was important as there was a about 8,700 square meters of building to look after.

The Solution

We hired two officers and put them through in-house concierge training. They were complimented with two backup concierge officers who would step in to cover holidays and sickness at short notice. There would be no point at which there was only one security officer during operational hours. The two members of team would conduct varying duties such as meeting and greeting visitors, setting up the meeting rooms, preparing tea and coffee for visitors while also conducting internal staff searches, providing a visual deterrent while carrying out random site patrols.

The service requirement has since grown and so a 24-hour presence was introduced. The night team were provided with a mobile device to conduct lone worker welfare checks and a mobile security supervisor was tasked to visit the site between three to four times a night. This completed the missing piece of the jigsaw for Ingram Micro.

The Challenge

As the location become fully operational the need for a security presence became more and more important. A full-time security setup of two officers during the day was still not addressing the needs of the client.

The client wanted a front of house service which complimented the company and also did not compromise security in any way. The security officers would need to perform security checks on all visitors and staff and also make sure that building checks were completed on a regular basis.

The service needed to be flexible with out of hours and ad-hoc requests.



The Results

The site is fully protected around the clock and the front of house operation is running smoothly. The site manager is able to get on with his own duties and feels very confident letting us do our job. We believe this has been achieved through the hard work of our officers and our positive client relationship.