



## Case Study

The UK based Headquarters and Production Site of an American company (AC) decided to go to the market to seek an alternative security provider. The facilities management and procurement managers contacted other corporations that required and used contract security and asked them if they would recommend their supplier. One of those companies contacted was our largest client (GK) who we had worked with for over 20 years.

As a result of this recommendation the representatives visited the premises of our client (GK) and following a full audit of our service level agreement and an investigative meeting with the (GK) management, (AC) were assured that UniTrust was a sound choice for a security provider at their UK Headquarters and production site.

After a stringent tender process, UniTrust were subsequently awarded the security guarding contract. (AC) had concerns with the service that had been provided from the previous security supplier, the lack of supervision out of hours and a general feeling that the staff was de-motivated, many whom had been on site for quite a few years. (AC) were also looking to make cost savings on the service moving forward.

Following a series of risk assessments and work studies, UniTrust were able to reduce the security headcount without loss of service levels. In the early stages, Unitrust worked closely with the management of (AC) and the incumbent staff on a “one on one” basis to bring about the changes, to re motivate the staff and to increase the quality of the service to the client. Those individuals that were no longer required under the new staff levels were

resituated within other Unitrust sites and provided with further training. Many areas of the service delivery experienced an improved service and the end result of this process produced a better motivated and managed team of security personnel and a substantial saving in costs to our client.

Within a few months of taking over this contract we were delighted to receive a commendation from the client and further to this an additional unsolicited pay award was offered to the officers by the client along with very welcome customer feedback.

(AC) wrote;

*UniTrust took over our security and plant protection contract in February 2009. We selected them as our service provider as through the contract tender process we were impressed by their commitment to deliver improved service and productivity by their management focus on maximising the performance of their staff. References, visits and feedback from existing customers confirmed that they were delivering an excellent service to existing customers as they claimed.*

*Since taking over our contract they have met our expectations and have transformed a fairly sceptical, mainly long-serving team of staff, many of whom had been through previous service provider changes. They are really delivering on their commitment both to their staff and us as a customer. Staff morale has improved, training plans are being delivered and attendance problems have been addressed.*

*We are very much looking forward to working with UniTrust on a long term basis, and would have no hesitation in recommending them to others as a service provider.*

**FPEG Sourcing Manager**

(AC) Ltd