



# PROJECT Case Study

## Customer Overview

Careline Security was approached by an existing customer, Mr Jones, who's premises are located within a multi unit industrial estate, the company designs and builds premier kitchens and bathrooms. Mr Jones was unhappy with his current keyholding company who had failed to respond to an alarm event in the agreed contractual time frame. As a result caused Mr Jones premises had been targeted by an opportunist who caused extensive damage to the roof area and the theft of expensive machinery. Mr Jones wanted a professional service that would ensure the security of the site, protect its property asset, and provide a response time of 30 minutes.



## Careline Security Solution

After meeting with Mr Jones our Surveyor prepared a brief of how we can deliver this service to Mr Jones strict service level of 30 minutes response. This meant developing the Patrol and Response teams to ensure that even when unpredictable events occur we did not overstretch our resource and extend response times. As part of a combined security solution to Mr Jones' company we provided a tailored keyholding alarm response service to ensure that we met his directives. We also provided third party access requests from contractors where work is required out of hours. Mr Jones and his team could be safe in the knowledge that contractors could gain access when needed and that the site be secured once the work was completed.



## Customer Feedback

Shawn Franklin, Careline Security's Operations Manager said "Through this method we have maintained the client's requirements and have an average response time of 19 minutes. Additionally our officers respond to the site for intruder alarm activations as well as incidents where unauthorised personnel have been viewed on the remotely monitored CCTV cameras." Mr Jones commented "Throughout the project Careline Security demonstrated strong communications keeping us constantly updated. Careline Security ensured that there working methods used systematic processes that maintained pace with other aspects of the project. We had high expectations in terms of the security requirements and the team of security operatives has impressed us with their service delivery"

## About Careline Security

Careline Security is sister company of Mayfair Security, Yorkshire's leading security services provider. Based in Selby, North Yorkshire the company was founded in September 1986 by Chris and Mary Burton. Through continued success, growth and investment the group of companies now employs over 80 highly trained and dedicated staff and has over the years developed into one of the largest and respected independently owned security companies in the North of England.

Careline Security is a trading name of Careline Security Ltd.  
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