

Case Study:

St. James's Place



ST. JAMES'S PLACE
WEALTH MANAGEMENT



Security challenge

St. James's Place Wealth Management (SJPWM) is a FTSE 250 company with over 80,000 wealth management clients. At the end of 2007 they held £18bn funds under management and handled new investments of £3.4bn for clients. SJPWM has been voted 'Best Wealth Manager 2008' by readers of the Financial Times and Investors Chronicle magazine and 'Wealth Manager of the Year' in 2007 by Daily Telegraph readers.

Until 2006, its headquarters consisted of a number of buildings in Cirencester some of which were Grade II listed with limited potential to accommodate the modern working practices required of a world-class financial institution. With relocation to purpose-built premises the company wanted to reduce overall man-guarding while maintaining a core 24/7 manned presence and improving protection.

Key criteria included:

- Minimise risk and maximise protection for all high-value business operations
- Ease of use to give security guards visibility and control over the estate; to manage access points; and respond quickly to alerts
- Support 300 employees to work effectively in line with best practice
- Create a warm welcome for visiting high net worth customers and investors
- Ensure all security complements the aesthetics of the new building.

Reliance Security Services had a long-established relationship with St. James's Place to provide security guards, key-holding and accelerated alarm response. Reliance High-Tech was selected as a trusted partner to deliver a bespoke integrated solution.

The solution

Reliance worked closely with St. James's Place, the architects and construction partners to integrate CCTV, access control and manned guarding. High-quality materials including specially cut blocks of Bath-stone presented particular security challenges; furthermore, highly visible equipment would be out of place so obtrusive bollards, turnstiles and cameras were not options.

Many core elements of the solution were customised to meet the brief:

- A high specification, multi-faceted access card was designed both as a functional proximity card and to validate user identity, for example, to authorise printing of sensitive documents
- A free-standing pedestal was created for access control points at the main entrance without impairing the appearance of the marble doorway

Reliance provided an excellent security solution ideally suited to our new office environment. We feel very secure knowing that the Reliance team is looking after our interests and that they care. We are delighted with everything that has been achieved.

Hilary Bateman
Head of Facilities,
St. James's Place

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- CCTV cameras were carefully positioned to blend discreetly with the architecture
- For added security, CCTV cameras operate on a separate network accessible from two control locations – at the front desk and in the communications room.
- Better control over running costs
- Flexible, user friendly security systems
- Secure modern working environment
- Discreet security that complements the surroundings
- Single point of contact for all security needs.

A dedicated Reliance account manager provides a single point of contact, coordinating manned guarding and alarm response through the Reliance office in Swindon and electronic security support and maintenance from the dedicated helpdesk at Chessington.

Benefits and results

Effective project management enabled delivery on time and budget, with commitment to customer care ensuring the Reliance solution continues to meet day-to-day and long-term needs. Benefits include:

- Better protection for property, people and assets
- Optimisation of security investment

Reliance High-Tech applies advanced technologies to design and deliver fully integrated electronic security solutions. It is part of Reliance Security Group, an established market leader that employs 12,000 people nationwide in manned security, facilities management and outsourced services.

<http://www.relitech.co.uk>



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