

# Case Study: HBOS



## The Challenge

HBOS was formed from the merger of Halifax and Bank of Scotland in September 2001. With 22 million customers, it is the UK's largest mortgage and savings provider and a major player in the provision of current accounts and credit cards.

When the Halifax was looking to outsource its manned security in 1997, it had two key requirements - the efficient TUPE transfer of its in-house and contracted security personnel and a uniformity of service excellence across its 12 different sites in Leeds and Halifax. Halifax was looking for a total managed service solution that would provide the expertise and reassurance needed to allow it to invest more time and resources in its core business.

## Our Solution

On winning the contract, Reliance set up a dedicated contract management team headed by a senior member of the former Halifax security team.

- Over one hundred security personnel were successfully TUPE transferred to Reliance using the company's significant legal and human resources expertise.
- A tailored package of services was created for each site including reception, post room and car park duties and Reliance Patrol Net services such as keyholding, mobile patrols, empty premises inspections, locks/unlocks and alarm response.
- Bespoke training based on changing customer requirements is delivered by a dedicated HBOS National Account Trainer.
- Regular on-site workshops, customer satisfaction surveys, site audits, employee appraisals and Service Level Agreement reviews are held to promote best practice and ongoing service improvement.

## The Benefits

Reliance provides the scale, flexibility and service levels required to satisfy the needs of an ambitious and growing blue-chip business.

- Reliance's national infrastructure now provides service consistency to more than 80 HBOS sites across the UK.
- Cost management that supports a set of clearly defined objectives balancing manpower and security requirements.
- Reliance security teams are an extension of HBOS' corporate brand.
- The recruitment, training and motivation of high calibre staff at every level results in a shared desire to provide unrivalled service.
- Management information provides HBOS with confidence in the service levels provided at each site.

Reliance constantly strives to deliver consistent levels of service on a national basis and by measuring and monitoring they seek to improve these levels.

Reliance aims to provide solutions and not just maintain the status quo. We look forward to continuing our partnership.

**Neil Wade, Manager of Security Operations, HBOS**



### Reliance Security Services

Boundary House,  
Cricket Field Road, Uxbridge,  
Middlesex UB8 1QG

† 01895 205000

f 01895 205100

[www.reliancesecurity.co.uk](http://www.reliancesecurity.co.uk)