

Case Study: Goodman



The Challenge

Goodman is one of Europe's leading property investment management and services businesses. It provides these services to corporate customers and occupiers across the UK, including eleven business parks with more than 450 blue-chip tenants.

Reliance has been working with Goodman since the contract for manned security started in 1995. At this time, customer perception of the security services provided by Goodman was declining, manned security costs were rising, the business parks were operating aged and unreliable electronic security systems and the parks faced a high incidence of incursions by trespassers. Goodman was seeking a customer-visible, cost-effective and technologically innovative security solution to maximise asset protection and enhance its business park brand.

Our Solution

An integrated security solution has been developed through Goodman's 'Supplier Partnership' approach, which supports our customer's ambitious growth plans and maximises new business opportunities.

- Manned security levels have been reduced and efficiency increased through innovative use of technology including remote monitoring by the Reliance Remote Monitoring Centre.
- Savings on manpower have funded capital investment in new electronic security solutions - designed and installed by Reliance High-Tech.
- Standardised systems for remote video transmission, CCTV systems, electronic 'patrols', Automatic Number Plate Recognition and Automated Access Control were introduced.
- Responsibility for associated property services such as landscape management has been transferred to Reliance.
- Rapid response to out-of hours incidents is co-ordinated through the Reliance Patrol Net mobile response network.

The Benefits

A long-term business partnership has been developed which promotes supplier ownership and strategic development.

- Improved security for staff, visitors, customers and vehicles.
- Significantly enhanced customer and tenant perception of security.
- An exceptional work environment provided for all occupiers.
- Security provision that reflects Goodman's corporate image and profile.
- Internet-based technology that allows Goodman to dial-in to any site via a secure connection.
- Improved operational efficiencies and off-site command and control back-up.
- A significant cost saving from the reduction in manpower and introduction of an integrated approach to manned security and technology.

“We have worked closely with Reliance to integrate individual service components into standardised solutions throughout the UK and Europe. As a result we have increased productivity, service consistency and value for money. This has helped reduce the impact of licensing and rising costs whilst maintaining the quality of security.”

James Flynn, Property Services Director, Goodman Property Investors



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