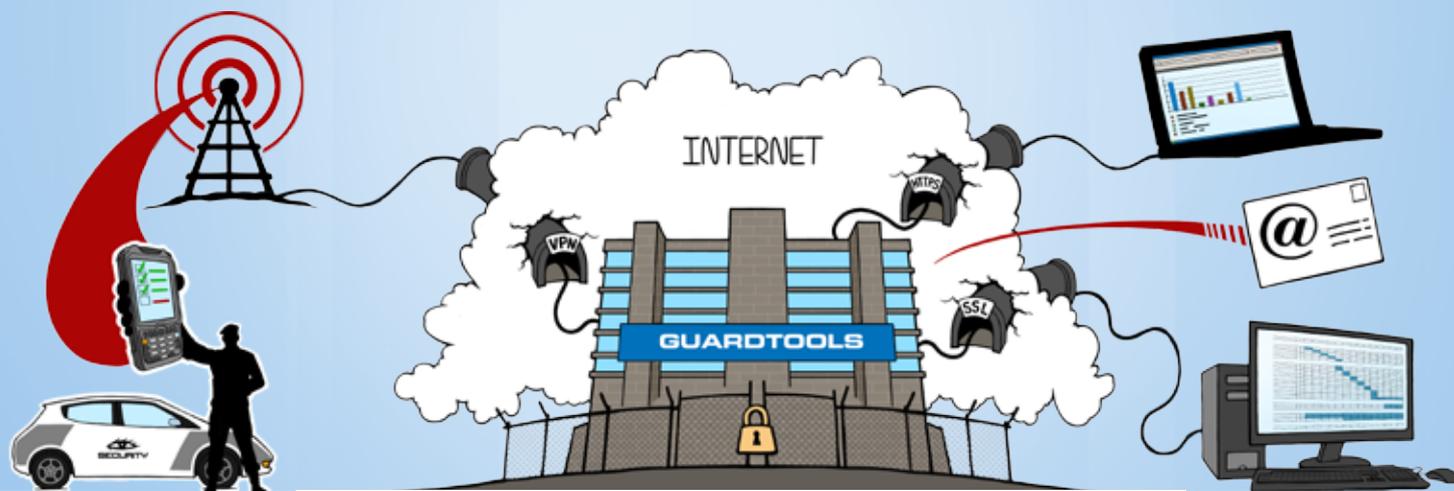


# The GuardTools structure

## Operational implications for security companies



A principal sketch of the GuardTools systems architecture.

GuardTools is an Operational Support System specifically **tailored to manned guarding companies**. The system is delivered as a **Software-as-a-Service** solution. It is hosted in a secure data centre and served to security companies and end-clients through **encrypted tunnels** over the Internet. GuardTools supports manned guarding companies by **completely digitalising their workflow**.

### GuardTools framework

GuardTools maps real-life structures like customer locations, checkpoints, tasks, routes and contracts to digital entities. Years of research and development have been invested in creating a structure that truly represents the working conditions of manned guarding companies. The workflow of GuardTools is based on best-practice and achieved through close co-operation with the security industry. Resulting in a true manned guarding oss system hard to match by off-the-shelf general purpose solutions.

### Overall workflow

Client data, such as regions, patrol areas, contracts and multiple types of tasks are implemented by experienced supervisors into the GuardTools Office software. Client data is consequently used to plan patrols, including many different tasks to be performed by officers in the field. The patrols in turn are added to work shift templates. A patrolling officer equipped with a handheld computer will simply start a work shift and data synchronisation will assure the right end-client tasks are made available onto the handheld computer. Incident and event reporting are performed through predefined patterns or with free text during shifts. Photos may also be added to reports through the built-in camera in the handheld device. Ad-hoc work orders can also easily be added, mostly they take the form of alarms to be handled.

### Enterprise support

GuardTools was designed with the requirements of larger organisations in mind. It offers granular rights management, support for operations across regional or even multinational boundaries and complete audit trails for both operational and customer data.

### Hardware requirements

Because of the central hosting, there is no need for customers to invest in servers or data centres. Patrolling officers will require a handheld computer running Windows Mobile or Android (2014) for instructions and data capture. Most customers choose so-called rugged devices for enduring outdoor patrol services. Less-frequent or indoor users will choose more consumer grade smart phones instead. Administration and planning is performed from any Windows PC, whereas clients may access their personalised data through any modern web browser.

### Implementation steps

A successful implementation of GuardTools requires an operational quality mind-set; there are needs for standardising processes and adoption of companywide working outlines.

The system is available immediately after sign-up. The next step is to train the administrators and super users about the system basics. Consequently security officers will immediately start to perform standard patrols. Thereafter more and more advantage usage of the system will grow gradually. This will for instance include automatic alarm dispatch, handling and reporting.



### One manager's experience

AvantGuard Security Ltd. has used GuardTools since 2010. We asked Tony Woolcott, Managing Director, to tell us about his experience.

#### What benefits do you see with GuardTools?

*We know that nothing is left to chance, we plan all of our operational needs with the client, ensure that the details are in GuardTools and voilà, a full workflow programme for our officers and a full audit trail to validate that all has been done is presented.*

#### Do you have any advice for newcomers?

*I would advise any player to avoid becoming top heavy in the office with people that have to audit manual reports, proof of attendance reports etc. For any company, technology should play its part in keeping the element of overhead cost low. Guardtools has helped us to achieve this.*

# The GuardTools advantage

## Business implications for security companies



GuardTools Web shown on an Apple iPad.

Our **operational support system** helps you **differentiate your business** from others. The rigid, digital framework for planning, performing, reporting and analysing security work assists you in sustaining a **high and consistent service delivery** to your clients. This enables you to **escape commodity purchase of security services** with its focus on price competition.

### The rationale of differentiation

Academic studies that laid the foundation to GuardTools identified low differentiation and price competition as a problem for the manned guarding industry. Companies provide similar services, which makes price the main decisive factor for end clients. This focuses discussions on cost. With low margins, companies struggle to make a profit and have to focus on reducing their costs instead of raising quality or inventing ways of being more useful to their clients.

### Achieving a differential edge

Companies using GuardTools outperform their competitors when it comes to reporting; reports always arrive on time, they contain only data relevant to the specific recipient and they look professional with custom colours and logotypes.

Companies adopting GuardTools generally achieve greatly improved contract fulfilment, the number of customer complaints is reduced and customer satisfaction increased.

Simple and structured reporting features in GuardTools vastly increases officers' willingness to report. Minor issues such as open windows or appliances left on are reported more frequently with GuardTools. This provides clients with a tangible impression of duties actually carried out by their security company.

The customer web portal supplied by GuardTools allows clients to analyse and work pro-actively with their security thanks to detailed event logs and useful charts.

### Business impact

The competitive advantages that GuardTools offers allow security companies to approach potential customers with a promise of being more useful and deliver a higher quality than their competitors. GuardTools customers frequently experience that they are able to win and retain new business without resorting to price competition.

With GuardTools, security companies can extend beyond supplying man-hours to include strategic advice based on analytics of data collected over longer time series, effectively strengthening the relationship with the client over time.

### Economics of GuardTools

GuardTools comes with a usage-based price tag, making it an excellent choice for gradual adoption. Likewise, guarding companies may easily charge their clients on a time-based basis, charging extra for more valuable services. All patrol data and actions carried out are logged and summarised in GuardTools. Data may be exported to for example Microsoft Navision or other software for invoicing.

Since the software is centrally hosted and administrative software runs on the ordinary Windows PCs, handheld devices are the only hardware investment needed. During 2014, GuardTools will be available for Android. For temporary jobs GuardTools may be used on cheap consumer-grade smartphones while rugged devices may be more suitable for frequent users.



### A real life story

Kim Ellesö is Managing Director at HH Vagt, one of the larger guarding companies in the Copenhagen area, Denmark.

#### Has GuardTools affected your sales?

*Since we started using GuardTools late 2010 we have increased our sales performance with an astonishing 70%.*

#### How do you present your services?

*Whenever I meet potential customers, I always take with me example reports from GuardTools. I also demonstrate the GuardTools Web portal and show them how easy it is to generate statistics and charts from their own data in GuardTools.*

#### What are the client reactions?

*The customers really like what they see and the moment they realise that we can offer a Risk Management System and professional reports, the deal is half way done. Towards the end of any sales presentation I have normally succeeded to shift the conversation from being a price issue to value added services and true security management.*