



Securing Your World



SAFE GUARDING CRITICAL ASSETS & PROVIDING STABLE WORK ENVIRONMENTS

Customer confidence is a critical success factor in the Banking and Financial Services Industry (BFSI). For financial institutions, information and customer relationships are key assets which translates into revenue and growth. By safeguarding the two, they not only protect their revenues, but also maintain their public image and customer confidence. In today’s challenging socio-political environment, these institutions do not just handle large amount of cash and sensitive information pertaining to their clients. They are also responsible for the safety of their employees and customers who can be easy targets for criminal intimidation.

Those financial institutions who look more broadly at the challenge of securing these critical assets are able to provide a stable and confidential environment in which their businesses can thrive.

In this case study, you will come across a similar challenge faced by one of the world’s largest financial institutions whose readiness and resilience were put to test by the trying local conditions. The prevailing complex business and strict legal environment was compounded by volatile socio-political situations. The business related critical systems were housed in their various offices spread across the country. Each office, hence, demanded multiple layers of security. The client was highly concerned about the quality of the guarding services provided by the incumbent service provider. Being a multi-national company with global standards, it was concerned by the service lapses and the vast turn-around-time lags.

For over a decade, the client kept searching for a trusted partner who could help meet its stringent security needs. The client tried its luck with various service providers. All endeavours turned futile as none were able to take on the whole gamut of responsibilities entrusted.

Hence arose the need for a service provider who could design a comprehensive, robust and secure solution system, deploy and manage it. Since the business was growing and the environment being dynamic, the client needed a scalable delivery model.

Continually disappointed by the home grown players, who did not have the right skills, knowledge or wherewithal to provide the required services, the client desired to bring in a global expert. The client wanted a service provider with an impeccable track record, unblemished global standing and unparalleled expertise who could bring in commensurate solutions. A service provider who would closely work with them at each step and help create a sustainable and scalable service delivery model that ensures the utmost level of compliance and service excellence. Looking at all these factors, G4S was the obvious partner of choice and hence, was entrusted with the job of transforming the guarding services and manage the client’s evolving needs.

At G4S, we understand that BFSI institutions are under constant pressure to reduce costs, improve efficiencies and secure their facilities. A trusted partner to financial institutions, both large and small, G4S aims at delivering a comprehensive security solution that combines physical security with real-time incident reporting as well as the command and control response mechanism.

In this engagement, G4S took up a consultative role and designed a comprehensive plan for manned guarding for all the client sites spread across the country. Backed up by years of knowledge and expertise, G4S conducted risk assessment surveys across all sites. These included audits of restricted and high risk areas, collecting relevant data and analysing the trends to zero in on the current security challenges and potential threats. Incident trends – such as data theft or intrusions from a particular site – were also analysed. A business case, recommending the security improvements was tabled before the client.



“Team G4S exuberates commitment, professionalism & world class service delivery standards”

Having the right security systems and process designs are the first, and inarguably the most important steps to address any security matter. To ensure optimal level of satisfaction, G4S designed a tailor-made structured program covering all the important aspects pertaining to static guarding. This included the selection, training, deployment and rostering of all security personnel. This program was designed with a 360 degree approach and focused on the continual improvement in the quality of the services provided by the security personnel. A detailed scorecard was designed and maintained for each security personnel with the individual progress being reviewed periodically. Service delivery gaps were bridged by training and deployment, thereby, maintaining the high service standard at each point in time.

The control of who and what gets in and gets out of the buildings was a key point in the security design. No unauthorized personnel was allowed from entering the premises without valid identification proof. Advanced security surveillance systems were installed to keep a watch on all the movements in the company premises. To ensure that no critical information were being leaked out of the premises, handbags, electronic devices including cellular phones, cameras, laptop computers and storage devices were not allowed to be carried inside the office. These were to be kept at the locker facility at the entry/exit points. A highly vigilant and reliable escort service was also provided to all employees availing the cabs for pick ups and drops. This ensured their safety against criminal threats or incidents. G4S' strict but courteous personnel ensured that all employees followed internal protocols and procedures.

To bridge the gap between decision making and timely implementation and thereby improve the resolution time, G4S set up an escalation matrix. This matrix had the details of key personnel from both G4S and the client to be contacted at different severity levels. This approach brought in accountability at each level and significantly helped improve the turn around time.

G4S and the client worked together as a team to design a system through focused approach and prioritization on areas with scope of improvement. Through this effective and efficient system, G4S not only matched the client expectations, but also helped take the customer satisfaction to a new level. The client never had to look for another service provider.

G4S ensured that the trust bestowed by the client on it did not go in vain. The client's satisfaction score improved from a pre-deployment level of 30% to a whopping 99%. The client was so enthused by the success of the service model that it was presented to its Asia Pacific team as a best practice.

Value-adding security that both transforms performance and delivers real cost benefit can only be delivered with a breadth, depth and quality of global security experience. That means intelligent systems, world-class project management and the know-how that comes from managing the world's largest security workforce – G4S.

About G4S

G4S is a leading provider of secure support services, risk mitigation, and integrated solutions to governments, international agencies and multinational corporations.

G4S delivers the best in class services in security, facility management and electronic surveillance through its skilled talent pool spread across India. We develop long term strategic partnerships with our clients, offering world-class solutions to match emerging requirements. By working closely with our customers to understand their goals and commercial objectives, we can enable them to operate confidently and securely, wherever their business takes them.

We are accountable and answerable to our shareholders as well to the laws of the land and hence we ensure the highest levels of compliance and adherence to the laws and regulations. Our clients include government agencies, small to medium enterprises, and multinational corporations.



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