

Welcome to the ROC

A 360-degree view of your security program -
powered by Big Data, AI and Elite Analysts



Built with you in mind, the G4S Risk Operations Center (ROC) combines the necessary resources to help you prepare for, monitor, alert and respond to threats from one central location. The ROC is the first global center to merge the management of risk intelligence services with remote video monitoring capabilities. By providing services from one dedicated site, the ROC decreases response time to manage critical incidents. When every second counts, you can rely on the ROC to effectively and efficiently minimize business impact from global threats.

Operated from G4S' Americas headquarters in Jupiter, Florida and with a redundant site in Chelmsford, Massachusetts, you have fault-proof support to protect assets and people 24/7/365. Analysts have the ability to quickly mobilize the full G4S global network of resources, including 540,000 security professionals in more than 90 countries, on behalf of clients who are facing a potential risk incident. This rapid response time allows you to mitigate threats and protect people, property and assets, even in remote areas of the world.

In today's digital environment, you need massive amounts of data organized in a consumable, easy-to-digest way. The ROC meets that need by creating a customized, multi-layered security program that enables you to stay focused on your core, strategic business initiatives. The ROC allows you to outsource remote video monitoring, situational awareness, crisis management and threat intelligence, which provide economies of scale. This gives you the flexibility to increase resources when necessary, while minimizing your capital expenditures.

The G4S Security Risk Management Model provides the foundation of the ROC's approach to your security program. ROC analysts use the model to comprehensively monitor your resources, understand the risks you face, and, together with you, design the most appropriate and effective resolutions. G4S continues to monitor the progress of your security programs, using real-time intelligence and data analytics to create reports. Together, we will make sure the security program is consistently working at its best, and is in line with evolving business requirements.



Key Capabilities

The ROC centralizes G4S' key capabilities of intelligence and analytics, global and executive protection, and monitoring and Global Security Operations Center as a Service (GSOCaaS) to provide a powerful suite of services:



INTELLIGENCE & ANALYTICS

INTELLIGENCE AS A SERVICE: Security Intelligence provides actionable and comprehensive insights that reduce risk and operational effort for any size organization. Understanding what is happening across resources is critical when identifying threats. G4S employs global subject matter experts on geopolitical risk who provide real-time analysis of events through impact analysis, media monitoring and social/web/dark web analysis. This AI-augmented intel-gathering enables you to immediately know when incidents occur.



SITUATIONAL AWARENESS MONITORING & ALERTING:

When organizations have thousands of people and assets, there is limited time to assess and manage risk. G4S ROC analysts and operators leverage powerful situational awareness technology that can save hours of sorting through data and reaching stakeholders during a crisis. ROC analysts and operators leverage a powerful AI algorithm to review relevant news, social media, government information and other sources.



SECURITY DATA ANALYTICS REPORTING: G4S analysts collect and review data to identify security intelligence gaps. Analysts develop periodic reporting to help you identify trends to design and deploy risk mitigation strategies and efficiencies. This helps you optimize spend, mitigate risk, enable automation and digitally transform security programs.



GLOBAL & EXECUTIVE PROTECTION

TRAVEL RISK MANAGEMENT: G4S' unrivaled geographic footprint helps you manage employees' safety from departure to return. ROC analysts develop pre-travel advisory intelligence reports and on-demand, pre-travel security briefings. The ROC uses geolocation software to track your team members and provide in-country travel intelligence alerts (via text and mobile) to ensure employees remain safe and connected.



GLOBAL CRISIS MANAGEMENT 24/7 RESPONSE: From natural disasters to workplace violence and executive protection, the ROC delivers immediate assistance during crises across the globe. Analysts keep team members safe by providing local, professional resources when disaster strikes - even in high-risk areas. ROC operators work 24/7 on requests to deploy G4S assets and provide immediate access to critical information to ensure business continuity.



MONITORING & GSOC

REMOTE VIDEO MONITORING: The G4S suite of monitoring solutions includes event monitoring, video verification, intrusion & life-safety, virtual patrol & chaperone, rapid video deployment and system diagnostic & retrieval. Using advanced technology, our team of highly trained and experienced operators act in real-time to protect client assets, helping to reduce costs, monitor remote areas, and optimize security budgets through technology.



GLOBAL SECURITY OPERATIONS CENTER (GSOC) AS A SERVICE: This solution provides outsourced or augmented solutions that integrate travel risk management, situational awareness monitoring & alerting, intelligence as a service, global crisis management response, security data analytics and remote video camera & alarm monitoring. Fully or partially outsourcing a GSOC to G4S will help you save money, decrease capital expenditure and expand resources. If you choose to build your own security operations center (SOC), G4S provides expert assistance in designing and staffing a modern operations center to deliver a Center of Excellence for security.

