



CASE STUDY



OUR CLIENT

Our client is a property management company with many buildings within their portfolio.

This case study is about a number of different sites—multi-tenanted corporate buildings which needed an overall security plan.

THE BRIEF

The building's security systems were no longer fit for purpose. Our client was employing several different security companies, with separate firms carrying out temporary fixes on outdated, mismatched technology.

In short, they were wasting money. Our client needed an all-round solution—a cost-effective, fully integrated, contemporary security plan to keep their premises running smoothly and safely.

An adaptable security plan which delivers both cost savings and all-round efficiency

THE PROCESS

This was about increasing security while lowering costs, and implementing everything at once would be unnecessarily expensive. Instead, after a comprehensive assessment, we devised a flexibly tailored 5-year security plan based on risk.

We advised that some measures were needed immediately. Others should happen within 12 months, while some changes could be made over the longer term. Importantly, we also advised our client on what they didn't need to change.

The contract began in 2020 and shortly afterwards, everything went into lockdown. This is when our adaptable approach came into its own.

Here's what happened.

continued...

CASE STUDY: Adaptable Security



THE PROCESS continued...

Adaptability

- Given the buildings were virtually empty, we didn't want our client paying for unnecessary services, so we adapted the contract to deliver what they actually needed. For example: Running taps and flushing all outlets to prevent water damage, and regular heating checks to avert frozen pipe issues
- The CSG team were key workers at this time. As such, with facilities managers locked down, we could step in to cover services such as: Delivering keys to tenants who needed them, and Moving items from site to site as the buildings reopened

Support, communication and cost-saving opportunities

Throughout this contract, our management team has provided consistent, reliable support for our client—including out-of-hours support. We always resolve issues quickly, without fuss.

We also hold regular review meetings to discuss current performance and future recommendations. These meetings are invaluable. Apart from enhancing our service delivery, they frequently provide a chance to identify cost-saving opportunities.

THE RESULT

This tailored, flexible, can-do approach has meant that since the contract began in 2020, it has doubled in size, and we have now adapted the contract further to align with our client's expansion into shopping centres and retail parks.

CSG was awarded a long-term contract which involved the following:

- Manned guarding, mobilising 30 security officers in a matter of weeks
- Fire alarm monitoring
- Concierge and reception services
- Access control
- On-site CCTV and remote monitoring at our alarm receiving centre
- Keyholding and response services
- Security integration through AI technology

If you'd like a security risk assessment, plus a precisely tailored security plan which saves you money, get in touch with the CSG team or call us on **08445 610 578**.



About Classic Services Group

With over 70 years in the security business, Classic Services Group delivers intelligent, responsive protection for commercial, industrial and public sector clients. From manned guarding and mobile patrols to access control, CCTV, and vacant property security, we provide tailored solutions backed by experience, reliability, and round-the-clock support.