

Security without compromise

Diligenta

For Diligenta, a business which specialises in business process outsourcing services for the UK life and pensions industry, maintaining the security of its data is crucial - both at its main location in Lynch Wood Park, Peterborough, and at a satellite site in nearby Manasty Road.

FINDING A WIN-WIN SECURITY SOLUTION

The challenge was finding a cost effective solution that didn't compromise on security, as Head of Facilities Management at Diligenta, Karen Kersten explains: 'We have previously made proposals to our senior management team to reduce the level of physical security to help save costs. This has always been seen as a major risk. However, Sodexo designed a solution, which promised to reduce the risk, while simultaneously reducing costs.'

Thanks to the latest innovations in security technology, Sodexo was able to design a solution that maintains the high security necessary, whilst reducing the overall staffing costs, saving £180,000.

'We take security very seriously,' says Tom Martin, Sodexo Site Services Manager at Diligenta. 'We were really pleased to be able to help Diligenta find a secure solution at Manasty Road.'

Security is also important at the main client site, where Diligenta share their 300,000 square foot building with 10 other companies, including RSA and Kidney Research. This means in addition to Diligenta's 850 staff, there are close to 2000 people on site.

'This means we have to manage security carefully,' explains Tom, 'as there are common areas and access control areas. Alongside managing the access control system and issuing on-site passes, we set people up with the cashless system that operates on site.

And, as there are three different companies that deal with cards for access, cash systems and so on, it's important to get these processes running smoothly.

'Security must also be managed diplomatically as RSA have their own security team for just their floor, which means they have different priorities to us, as we look after the whole site. Having the security team patrolling the site also enables us to deal with issues quickly as they will log things that need addressing such as leaking taps or faulty lighting.

RESPONSIVE AND PROACTIVE

'Having a dedicated site manager who can have regular day to day communication also means we can respond quickly to up-to-the-minute client feedback. We can also address challenges straight away while organising other necessary, additional services such as window cleaning and deep cleans. For example, when we were rebranding the washroom signage, there was one sign the client wasn't keen on, but we were able to change it right away to something they were happy with.'

'What we find attractive is Sodexo's professionalism,' says Karen. 'They have good record keeping and monthly reporting, and they have very strong account management skills.'

SODEXO SERVICES:

- Security
- Cleaning
- Waste management
- Reception

Sodexo was able to design a solution that maintains the high security necessary