

# CASE STUDY

## LOCK IT DOWN SECURITY SERVICES



### The Company

Lock It Down Security Services provide security guards and mobile patrols to clients nationwide, ranging from construction sites to scheduled festival events such as Glastonbury. They look to protect customers from theft and damage by deploying Security Industry Authority Licensed security personnel.



### Service Type

**MobileTrack Lite, MobileLWP, MobileNFC**

### The Challenge

Two critical challenges faced Lock It Down Security at the beginning of 2013. Firstly, they were looking to enhance the quality of service offered to their clients by the way of a more accurate real-time reporting process for security patrols. Secondly, they wanted to improve the personal safety of security guards entering or patrolling "high risk" sites on their own.

*"Anything we now need is at a touch of a button with Crystal Ball."*

### The Solution

Following a demonstration of Crystal Ball's **MobileTrack Lite, MobileLWP** and **MobileNFC** solutions by a fellow security patrol company, Lock It Down Security made the decision to implement Crystal Ball in May 2013. They can now monitor security guards on patrols in real-time via Crystal Ball's live mapping, and provide automated reports of patrols to clients as proof of site visits. The system also monitors the welfare of the guards at all times, with panic alarms available on the guard's smartphone handset that can be activated should an incident occur. The **MobileNFC** functionality also allows the guards to tag check-points on-site with their smartphone, which pin-points their location and time of arrival on the system.

*"We would definitely recommend Crystal Ball, it is the perfect solution for any company who wants peace of mind and satisfaction that the jobs they are hired to do are going to be carried out in the best possible way."*

Barry Good, Operations Director

### The Outcomes

Implementing Crystal Ball's mobile solutions has dramatically benefitted Lock It Down and comprehensively addressed the challenges they faced. Barry Good Operations Manager at lock it Down comments:

*"There has been immediate benefits for our clients, as they know the areas they are worried about are being patrolled and they know what they're paying for is being delivered. Location updates in real-time also allow us to see where the guards have gone from check-point to check-point, even on the larger sites."*

Security guards are also reassured now about their safety while on patrol:

*"When the mobile goes into panic mode we can select a specific location for it to ring so that someone in control [room] can hear the conversation. We therefore know exactly what is happening at any time and have control over all of it."*



The Crystal Ball system has importantly improved productivity and increased efficiency within the company within the first few months of implementation:

*"We now get more out of our patrols and it has definitely helped improve the workforce efficiency, there is an easy 20-25% increase in productivity."*

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