



# THE BOTTOM LINE

IN ASSOCIATION WITH CSL DUALCOM

## The interview that gets the facts from the top

This month Simon Banks talks to Stephen Pippard, Sales Director of SSS Managed Services, specialists in facilities and property management. A key part of their portfolio is their truly independent and integrated Total Security Management partnership. Stephen joined SSS in 2009 having previously held Directorship roles in the industry with Ark Workplace Risk and Reliance FM.



### The service that SSS provide is quite bespoke, what is it that makes SSS unique within the Security Industry?

With our independence as a management service, SSS provide a comprehensive performance measurement system where we match contractor performance to obligations and perceptions. Performance standards are set to underpin our clients' corporate objectives. In doing so we can assure compliance with statutory and business critical requirements. All aspects of performance are covered and organisational attention focussed on what is important to our clients and service partners. We 'Measure What Matters' and deliver a fully managed service.

### How do you think the recession is affecting the Security Industry and its client base?

Retail clients are looking at their cost base to see how they can manage more with less. Aggregation is often their simplest route by combining services to gain greater purchasing leverage, however this is guarded by the desire not to have all of their eggs in one basket. Therefore as electronic systems converge and the 21st century network and smarter cities becomes a reality, the move towards aggregation of services and convergence

of M&E Services, Fire, BMS, Security and IT solutions becomes a more persuasive and attractive proposition.

### What can your business offer that would provide your client with a 'quick win'?

Alternative signalling solutions can provide immediate savings. Technologies such as IP can be suitable when there's a credible incumbent IT network in place. This can allow for improved signalling with dual path capability and can reduce both monitoring and fixed costs such as dedicated or additional phone line rental charges. We have quoted DualCom IP for many recent opportunities. Every site is different and a recent multi-site convenience store opted for standard DualCom (using the telephone line) with the option to move to IP in the future.

### As you mentioned above some of your larger customers include retailers. In your experience what factors are important when purchasing security?

Capturing the true cost of the service, both in terms of fixed, capital and variable charges. SSS often see that clients with large portfolios of sites do not have the time or resources to originate or analyse the wealth of management information available. Determining the total cost of their security service provision allows for more informed decisions on the type of contract they enter into

and the level of investment required for the future.

### What do you think the next five years hold for the economy and the affect on the Security Industry?

I'm an optimist and I feel that we often talk ourselves into recession. I believe the same can be said to gain confidence to get us out of a recession. Confidence in the economy and in our ability to drive results will be the deciding factor. With public sector cuts and interest rate rises inevitable, prospects in outsourcing will lead to even greater private sector opportunities.

### Many Insurers have increased their annual premiums, do you think this will drive more retailers to self insure?

Many already do, so the focus is spent in creating standard system specifications and procedures tailored to their business needs. This reduced risk enhances security strategies and improves the return on investment.

#### YOU SAID IT!

*'We have fitted the first of many DigiPlus<sup>®</sup> ' and the installation was incredibly straight forward. It offers immunity against threats posed by NGN's, and does away with call charges to the ARC.'*

ANDREW COX, MANAGING DIRECTOR, BARKING DOG SECURITY.  
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