

SDM

NEW DIRECTIONS FOR SECURITY SYSTEMS & INTEGRATION

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THREE PEAT 2020 TMA MONITORING CENTER OF THE YEAR

Securitas Electronic Security places an emphasis on both employee engagement and customer engagement to keep its employees safe and happy, while remaining vigilant and helpful in protecting its clients and their property.

BY MAGGIE SHEIN, *SDM* Managing Editor

For Securitas Electronic Security (SES), the 2020 Monitoring Center of the Year Award is a special reminder to staff, particularly to operators in the company's four monitoring locations across the U.S. and Mexico, that the work they do on a daily basis has value to so many people and organizations.

"This award is great timing for us," says Tony Byerly, president and CEO at SES. "It's a great reflection of everyone on the team and the monitoring center and the work they do. We are really providing critical business services throughout this pandemic at all our monitoring centers, and to receive this recognition is an extra feather in all of our employees' caps."

Though SES is a hybrid security provider of integration and monitoring services spanning a wide range of customer bases, at the



SES offers a range of interactive video and audio monitoring services to increase value to its customers and reduce false alarm dispatches.

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Monitoring Center of the Year

Winner: Securitas Electronic Security, SES, Uniontown, Ohio

Number of Subscribers: 78,288*

Number of Operators: 136*

*at time of publication



core of the company remains its monitoring business, dating back to the 1980s when it was Diebold Electronic Security.

"Monitoring is at the heart of our business and providing advanced monitoring solutions has been core to our strategy since the inception of our first monitoring center in 1985," Byerly says. "Our day-to-day mission in the monitoring centers is ensuring we provide our clients that service of protecting their people and property."

SES' reaction to the coronavirus pandemic demonstrates the company's focus on protecting its clients and their property, along with its equally strong focus on its own employees. The monitoring centers at SES activated the company's Pandemic Response Plan in response to the COVID-19 outbreak. Operations have continued without skipping a beat, ensuring remote work capabilities, social distancing and separate equipment amongst operators. "Our Pandemic Response Task Force team continues to meet and we continue to gain feedback from team members to ensure that our

monitoring centers feel like a safe place to come in to,” says Damon Kanzler, senior vice president of centralized services and business operations for SES.

This year’s TMA Monitoring Center of the Year recipient has a long history of engaging employees beyond just the coronavirus pandemic, however. Operator and staff engagement is one of the key ways that SES differentiates itself, resulting in improved employee retention and future leadership bench strength.

Associates participate in one-year formal programs, including the Associate Advisory Councils and the Leadership Development Program. The Advisory Councils provide a forum for leadership to receive valuable feedback to make strategic business decisions with the consideration of many viewpoints regarding monitoring, installation, service and back-office processes. Advisory Councils work together to identify and solve complex business concerns through recommendations and collaboration.



The one-year Leadership Development Program is an additional forum for engagement that identifies high-potential associates and enables key communication and mentorship from SES executives to jump start their professional development. SES associates come together for leadership development training, cross-functional experiences, management exposure and projects. The company prefers to promote from within and many leaders within SES were once monitoring center associates.

In addition to continued employee dialogue and engagement, SES believes one of the keys to successful monitoring operations is ongoing operator training and development. “Continued education is key to maintaining skills and competencies,” says Jeff Mozen, vice president, centralized

services and monitoring operations.

Operators are given ongoing, monthly development opportunities and testing to ensure they have maintained the knowledge and skills required for SES’ alarm monitoring centers. Operators are also randomly audited for quality assurance at a minimum of five times each month. Managers regularly analyze randomized alarm call recordings to see if all instructions and operating guidelines were followed by the operator, and to see if the operator is providing a satisfactory experience to clients.



Another big way in which SES differentiates its monitoring center operations — while also addressing false dispatches and communications with first responders and law enforcement — is through continued enhancements of its monitoring offerings. Earlier this year, SES acquired the client contracts for and certain assets of interactive security company iVerify. SES has ramped up its interactive video monitoring solutions with a host of offerings to help reduce false alarm dispatches and deliver high quality customer service and interactions. Some of those interactive services include audio open greets, video/audio safe high alerts, backdoor supervision, guard tours and much more.

In 2019, SES introduced an interactive service called SecureStat All-Clear, which is a supervised open/close offering for businesses. “From a client standpoint, the highest risk time for a business is when they open or close a facility,” explains Felix Gonzales, senior vice president, strategy and business development. “Typically businesses address this with two people to open or close, but its highly inefficient and costly relying on two people and if

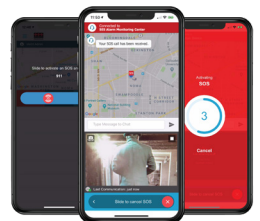




IMAGE COURTESY OF SES

Monitoring is at the heart of SES' business operations.

something happens, it will likely happen to both people. This offering gives clients the ability to have that process monitored and it only requires one person on the business side. The offering uses smartphone technology with cloud and GPS, fully integrated into SES' monitoring center platform so that operators can ensure an efficient and effective response providing peace of mind for the customer.

With its focus on ongoing training and employee development, along with providing interactive services to its customers to achieve additional value from their monitoring services, SES is dedicated to its employees, its customers and the industry

as a whole. "It's critical for us to evolve with times and technologies; this is how we interact with our customers and how we can provide not only data around the footprint and facilities we service, but so we can partner with them to see what their issues are and help them meet their needs," Mozen says. "While installation and service are also critical components, our clients rely on monitoring for the protection of their people, assets and property 24/7, 365 days a year."

SES was also named the 2019 *SDM* Systems Integrator of the Year last October. To read more about the company go to <https://www.sdmmag.com/articles/97191-sdm-2019-systems-integrator-of-the-year>. **SDM**