

**Securitas  
Technology**



# Ultimate guide to monitored security



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This guide will help you understand what monitored security actually means and what the potential benefits could be to your business or organisation.

We'll introduce you to the key services and explain how they can help ensure your business is secured for years to come.



# Introduction

Equipping your organisation with the right business security is vital to protecting your assets and creating a safe and efficient environment.

There are many options available to help reduce risks such as theft, fire, and vandalism, and help prevent unnecessary loss in your business of both time and money. Security technology plays an important role, but when an alarm goes off, action must be taken, and this requires human intervention. In some instances, this is done by people working on site, like security guards, receptionists, or facility staff.

The pandemic required organisations and industries to unlock the power of what can be achieved remotely. Security providers who offer monitored security services were thankfully ahead of this curve and able to react quickly in protecting businesses and their empty buildings.

Being able to remotely manage security has become critical in the long term as we adjust to new ways of working and continue to reap the benefits of more efficient ways of managing safety and security at work. You'll soon discover why so many businesses are opting to outsource their security altogether. These include access to 24/7 security coverage and security management, and the quickest possible response times in the event of a genuine threat.

Unsurprisingly, our own research shows a growth in our customers implementing remote security services like video verification, remote guarding, and remote access – especially those with video surveillance already installed or the on-site presence of security guards.

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Performance in security is a unique combination of robust infrastructure, reliable hardware, and best-in-class service –combined with innovative software-as-a-service (SaaS) solutions.

However, even with advances in AI and machine learning, security remains a question of people, especially when it comes to commercial security monitoring.

Beyond technological progress, organisations need accountable experts to actively monitor their operations and make the call when there's a threat.

All of this enables organisations to gain 360-degree visibility into their operations and provides the right level of oversight to help build business resilience today and in the future.”



**Matthieu Le-Taillandier,**  
General Manager  
Western Europe,  
Securitas Technology

↑30%

The adoption of Video as a Service (VaaS) solutions has increased up to 30% in Europe since the COVID-19 pandemic, as the majority of the population is working from home. – MarketsandMarkets (2021)

# What is monitored security?

Monitored security is the collective term for all services that an Alarm Response Centre (ARC) can offer remotely to complement on-site guarding services: from security and safety alarm monitoring to CCTV monitoring and remote access control.

Round-the-clock – 24 hours a day, 7 days a week – a professional team is on hand to not only help reduce risk in your business but also to help it run efficiently.



Monitored security gives you access to many services to support your business. We'll discuss the following options in further detail in this guide.



## Intruder alarm monitoring

It's a frustrating fact that most alarms that go off are false. Using alarm verification methods, alarm response teams can quickly verify whether an alarm is confirmed or not, without needing anybody to attend your site.

## CCTV monitoring and virtual guard tours

As well as checking footage when an alarm is triggered, security operators can also check your video surveillance as a precaution to see what's going on in your premises, just like a guard would do on-site.

## Remote access control

Access control enables you to manage the movement of people into and throughout your premises. Remote access control services can help keep your business moving without the need for somebody on-site. These services can apply to your entrances, gates, and even intercoms.

## Monitored security + on-site services = better coverage

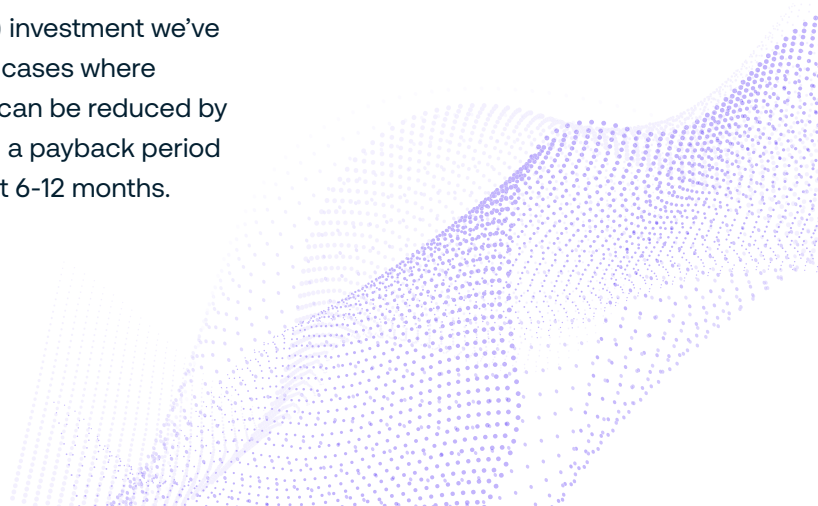
On-site guarding services remain an important part of many businesses' security strategy – the physical presence of security personnel can help reassure people and may deter crime or vandalism. But modern challenges to business security require greater coverage, visibility, and flexibility.



That's why monitored security is increasingly leveraged for a wide range of activities, from remote guarding to escorting to access control management. Monitored security is highly cost-effective since services are delivered when needed – either on demand or following a prescribed schedule.

Many organisations can leverage security infrastructure already in place to take advantage of monitored security services. Even with an initial (technological) investment we've seen business cases where security costs can be reduced by two-thirds with a payback period of between just 6-12 months.

The bottom line: a blend of monitored security and on-site services can help you address virtually any security need.



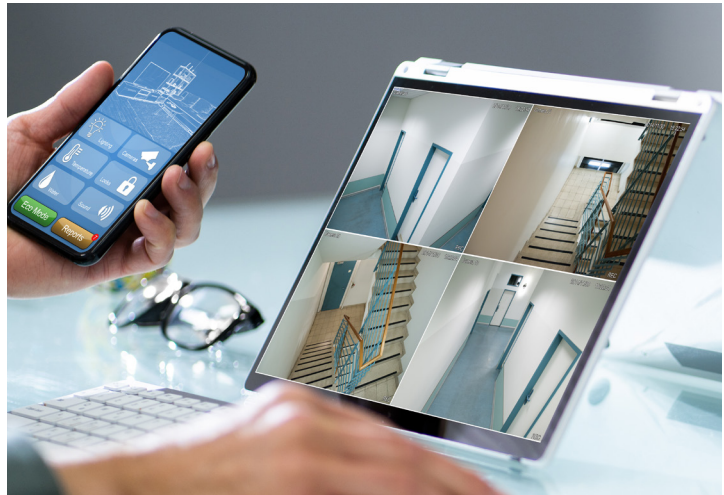


# Your extended security team

Thanks to modern advances in security technology, it is easier than ever for your security systems to be monitored and managed remotely.

You could have an entire team of security experts on-hand to respond as quickly as possible when required. At Securitas Technology, we have two NSI Gold Standard Accredited Alarm Response Centres providing uninterrupted coverage 24 hours a day, 365 days a year.

As we've mentioned already, many of the services once provided by on-site guards alone can now be complemented by professional remote security services.



But it can sometimes be difficult to feel comfortable about making the transition. Here are four key ways that monitored security can improve security effectiveness:

- 1 An accredited alarm response centre can help you get the quickest possible police or fire response in the event of a real threat.
- 2 They can use verification methods to quickly verify genuine threats from nuisance false alarms.
- 3 Alarm response teams are always available 24/7 helping you worry less about staffing challenges or unexpected sick days.
- 4 Perhaps most important of all, monitored security services can minimise the need for a person to put themselves in any danger to protect your premises.



[For more information, read this helpful article on how monitored security using CCTV delivers responsive and cost-effective security](#)

# Professional installation and integrated solutions

When you partner with a professional security provider, you can rest assured your business will be equipped with the right systems that are required for professional security monitoring. An expert team will learn about your specific needs, not just for enhancing your security but for optimising your operations too.

We've seen first-hand how important integration is to businesses who are looking to move away from siloed security systems that serve a single purpose. That's why it's essential to partner with security providers that can create bespoke solutions for your organisation by combining the latest technology with the right services.



# CCTV and intruder alarm monitoring

Security providers are not allowed to call the police in the UK if an intruder alarm is not confirmed, according to framework set by The National Police Chiefs Council (NPCC).

With that in mind, police give a low urgency rating to unconfirmed alarms, which is one reason why it has become crucial to quickly verify and identify a genuine threat with the help of a professional monitored security provider.

There are multiple ways of verifying alarms and responding as quickly and safely as possible when there is a genuine threat. The most efficient and reliable way is when your CCTV and intruder alarms are professionally monitored.

## The effectiveness of alarm verification

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Many false alarms are caused by people who do not know how the alarm system works and often don't have the means or authority to cancel an alarm after

it has been activated.

To identify whether an alarm is false, or whether action needs to be taken, you need alarm and video verification.

## There are two common methods or types of standalone alarm verification:

### Sequential confirmation

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Sequential confirmed alarms are the preferred method for alarm verification because they do not require human intervention and can be generated by the intruder alarm system and actioned immediately. To sequentially confirm an alarm, at least two independent detectors must be activated within 30-60 minutes.

The two detectors must be either:

- › Different technologies which are permitted to have overlapping areas of coverage (e.g., a door contact and a passive infrared sensor (PIR)); or
- › The same single technology

in two separate areas (e.g., two PIRs in separate areas of the facility).

### Visual verification

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This occurs when an alert or alarm generated from the site can be confirmed with an alarm response centre (ARC) operator visually viewing live or recorded CCTV footage to confirm criminal activity. While this has advantages in terms of being able to provide police details about what is happening, it does require an operator to view up to 30 seconds of footage per camera.



# A clearer picture with video verification

Video surveillance has become a cornerstone for even the most basic business security systems. Modern technologies also provide smart solutions that help to maximise security, safety, and efficiency.

Integrating video and audio alarm verification into your security systems sidesteps the potential pitfalls of false alarm fines and slower police response times.

Combining sequential alarm verification with video verification can add another layer of reliability and efficiency to confirm and respond to alarms. A sequentially confirmed alarm will be passed to the police in the quickest possible time, however once the call has been sent the ARC operator can still review the footage to ascertain the exact nature of the issue and provide exact details to the police of what has caused the alarm.



**A Unique Reference Number (URN) is required for security alarm systems that require police response. Speak to one of our security specialists for more information on registering for a URN with your local police agency.**

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# Remote CCTV monitoring and virtual guard tours

Security systems have traditionally been designed to detect and help you react to possible threats. But we believe security works best when it helps to prevent an incident or criminal activity from even happening in the first place.

That's why it is good practice to keep a continuous view of what's happening on your premises. Security guards are needed on-site to walk or drive laps to check for any suspicious or concerning activity. Another effective solution is a remote CCTV surveillance and virtual guard tour service. This service can happen more regularly and can provide visibility of multiple locations at any one time.

## How do CCTV monitoring and virtual guard tours work?

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Remote video surveillance combines the power of modern technology with efficient deployment of security specialists based in an alarm response centre. A virtual guard tour works the same as a security guard walking around your site, only more efficiently and with recorded images. At regular intervals, an operator in the control room makes a round of all the cameras to patrol for any potential risks.

The virtual round can cover your internal premise and outer perimeter. For example, a virtual tour can check whether all access points are closed and whether people present are authorised to be there.

Remote video surveillance offers an extra pair of eyes for guards, as they cannot be everywhere all the time. It can also help to add a layer of protection for your security employees.



# Remote access control

Access control systems are important to many organisations for protecting key entry points and enabling people to flow smoothly throughout buildings. But managing access is now highly complex as organisations are increasingly dealing with flexible opening hours of buildings, shared workspaces, and other dynamic factors.

The need for flexibility and efficiency has led businesses to outsource the management of their access control as well as their other security systems.

Remote access control can be used to solve many challenges, including the flow of not just people in and around your premises, but vehicles too. Whatever your challenges are and whenever it is required, you can rely on professional security experts to manage your access remotely.

## How does remote access control work?

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With remote access control, operators in an alarm response centre can manage all access points of a single building or multiple premises if you operate different locations. Whether it concerns doors, gates, or barriers, operators can control your access security systems to manage key entry points. Remote access control is best combined with CCTV monitoring, which provides an extra layer of safety and security.

These services can include two-way radio, as intercoms are often used for access control. This way, operators can speak to a visitor and use CCTV to help confirm whether access may be granted. In addition, automatic number plate recognition (ANPR) can be used in parking garages where registered number plates are confirmed to determine whether access should be granted.

## The benefits of remote access control

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With remote access control your business can benefit from having a professional security team working 24/7. Especially outside of routine office hours, this is a cost-efficient way of keeping your business moving, whether that's accepting deliveries or allowing night-workers in. It can also provide a helpful backup support when employees aren't on-site.

Fully managed access control is ideal for companies that require the entire system to be managed by an operator or monitoring centre on their behalf.

## They can perform tasks such as:

- > Provisioning and managing the users
- > Entering access details and access rights
- > Database management
- > Reporting structure management
- > Creating bespoke reports as required
- > Token setup activation
- > Removal of staff
- > Changes to privileges
- > Blocking access and privileges
- > Reporting on the health of the system

The business will still have remote access, but the monitoring centre will deal with the system and ensure correct processes are in place.



# Remote facility management

Security and facility management often go hand in hand and are generally managed by the same people. However, security and facility or building management are full-time jobs on their own.

Remote facility management offers a solution to support these functions and provide increased efficiencies, especially in the management and maintenance of your business security solutions.

## How does remote facility management work?

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With smart maintenance, your intruder alarm and CCTV systems are continuously monitored to see if everything is functioning properly. When a malfunction occurs, an alert is raised, and immediate action can be taken. In some cases, the problem can be solved remotely, otherwise an engineer can be sent directly to solve the problem.

But remote facility management goes beyond just monitoring security systems. ARCs can also monitor other alarms, such as flood and temperature systems.

As we've already mentioned, monitored solutions enable businesses to take a proactive approach to protecting their people and safeguarding their assets. So, it makes sense for your operations to benefit too.

**Higher efficiency can lead to lower costs and less time wasted, plus, any problems can be identified more quickly and actioned. This is especially important for keeping your business moving beyond what were once traditional office hours, as remote security teams are operating 24/7.**



# The business case for monitored security

Now that you know what monitored security is, how it works, and what the key benefits are, you may be eager to learn more about how to apply it in the real world. Here is one client's story of how they enhanced their security coverage and realised cost savings with monitored security services.

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We work with a global manufacturer who needed to improve security at two manufacturing facilities in the UK where their most valuable assets were kept. They wanted a security partner who could provide expert guidance and help drive more efficient security management.

## The solution

We recommended a solution that the client hadn't yet considered: monitored security. Securitas Technology's Remote Guard combines CCTV, access control, intercoms, and remote security monitoring to take over some duties of security guards, which would help to potentially reduce the costs and improve the efficiency of their security.

“As we have high-value items onsite, we needed the same level of security, if not more... With Remote Guard, we also get constant coverage instead of a perimeter walk-around every hour.”

Securitas Technology's Remote Guard service could include three hourly remote tours of each site all from an NSI Gold Accredited Alarm Response Centre. With increased coverage from highly trained professional operators. The client could benefit from 24/7 protection for both of their manufacturing facilities.

They opted to utilise Securitas Technology's Remote Guard service to include 24/7 security monitoring and virtual patrols. We also maintain the organisation's 30-camera CCTV system, as well as the fire and intruder alarm systems, at both sites.



## The results

By working with Securitas Technology, our client gained peace of mind knowing that its facilities are protected 24/7. Eliminating the concerns about security enables them to focus on other business-critical activities.



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“I had to have complete confidence that our site would be secure, and that I would be notified of any action out of our normal working parameters... Being the main keyholder on our site, I was the person to receive all monitoring calls. Reviving these calls verified that our site was monitored by professionals, which made me feel at ease.”

↓ 69%

Supplementing on-site guarding services with Remote Guard enabled our client to reduce security costs by 69% (saving £76,000 annually).



# The Securitas advantage

Securitas Technology is proud to be part of Securitas, a world-leading safety and security solutions partner that helps make your world a safer place. Securitas Technology's electronic security solutions are perfectly complemented by the guarding services of Securitas and corporate risk management consulting from Pinkerton. Whatever your security needs, the Securitas Group is there for you.



## About Securitas Technology

Securitas Technology, part of Securitas, is a world-leading provider of integrated security solutions that protect, connect and optimize businesses of all types and sizes. More than 13,000 colleagues in 40 countries are focused daily on our purpose to help make your world a safer place and our commitment to deliver an unparalleled client experience. With clients at the heart of all we do, our people, knowledge and technology power our connected ecosystem of health, safety and security solutions and services.

# Take action

Are you ready to harness the benefits of monitored security for your organisation?

Contact us on:

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[www.securitastechnology.com/uk](http://www.securitastechnology.com/uk)

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