



Case Study: **BMW**

When leading motor company BMW wanted to bring security at its UK head office in line with its position as a premium brand, Reliance High-Tech and Reliance Security Services joined forces to deliver an award-winning solution that enhanced protection for BMW staff, customers, visitors and assets.

Security challenge

Until 2004 Reliance had provided a manned security service to four BMW sites in the UK – including the BMW (UK) head office in Bracknell. But with the introduction of changes to the regulation of the security industry and the Working Time Directive, it was anticipated that future security costs could increase by a third.

In addition, BMW wanted to minimise the risk of site incursions by trespassers, theft of vehicles and the growing threat of arson. It also needed to improve its CCTV equipment and fragmented access control measures while ensuring that site cabling was upgraded to support replacement systems. To address all of these, BMW specified a cost-effective, self-sufficient security solution requiring minimal human intervention and supervision.

Our solution

Following a thorough risk assessment and security audit, Reliance designed and implemented a bespoke managed monitoring and integrated security and facilities management package.

The state-of-the-art security solution enabled a range of digital security applications to run over the IT network, including: CCTV surveillance with 'Intelligent Detector' activation; virtual security officer patrols; and remote operation of security equipment such as vehicle gates, barriers and building systems.

- To reduce manning levels, remote monitoring services were introduced and managed through the Reliance Remote Surveillance Centre. In addition, enhanced electronic security systems were designed and installed including day/night dome cameras and digital video recording.
- A proximity card-based access control system was designed to prevent problems such as tailgating and to maximise the potential of other features such as cashless vending.



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- Improved training provided security officers with an in depth induction to the BMW brand and has increased their responsibility for facilities monitoring.
- Rapid response to any out-of-hours incidents was ensured via bespoke provision plus national cover from Reliance Patrol Net.

Benefits and results

The fully integrated security solution delivered a host of immediate and long-term improvements. Performance benefits have included:

- Reduction of manned security levels by 12%, enabling significant cost savings that have helped to self-fund capital expenditure
- Ability to fund a 25% increase in security team hourly rates in recognition of their increased responsibility, so improving loyalty and staff retention
- Effective security of high profile assets such as site buildings and vehicles, plus enhanced protection for BMW staff, customers and visitors, including contractors
- Robust protection of BMW's corporate identity, brand values and customer environment
- Secure remote dial-in access for BMW security personnel enabling them to access up-to-the minute security and management information
- Easy-to-understand and measurable service levels.

The solution helped Reliance High-Tech and Reliance Security Services to win the Best Integrated Security Award 2005 at the Security Excellence Awards. The Award is presented to the organisation judged to have best demonstrated the integration of manned security with electronic systems to the ultimate benefit of the customer.

The solution was cited as a perfect example of manpower working side-by-side with technology, using the Reliance Remote Surveillance Centre, Patrol Net, manned security and electronics to complement each other.

“Reliance has listened to BMW and understood our corporate security requirements based on risk to our sites. The security solutions package that has been developed and implemented meets all our security objectives and we are delighted with the service.”

***John Hall, Driver Services
and Security Manager, BMW (UK)***

About BMW

As an international brand leader in the motor industry, BMW achieves world-class performance through innovation and application of leading technology. BMW (UK) turnover is £3.1 billion (2004), with 11,000 people employed across its 158-strong dealer network. See www.bmw.co.uk

Reliance High-Tech Solutions

Reliance High-Tech applies advanced technologies to design and deliver fully integrated electronic security solutions. It is part of Reliance Security Group, an established market leader that employs in excess of 12,000 people nationwide in manned security, facilities management and outsourced services.

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