

BSkyB

“We worked hard to provide an innovation-rich tender process to identify how the contract could be taken forward. We wanted a security partner who we could depend on as ‘best in class’. Nothing less. We found Reliance High-Tech was quickly able to identify and align with our culture, identity and values and that its people were enthusiastic and committed to the provision of a high level of service delivery.”

Neil Gammon, Head of Physical Security BSKyB

The challenge

BSkyB needed a dynamic service partner to drive an integrated approach to security across all its UK sites. With manned guarding costing £5.2m a year, weak access points, disparate security systems and petty crime BSKyB wanted to bring its security performance in line with its strong brand values.

Reliance was appointed to design and deliver a radical long-term security change programme to re-engineer how manned guarding and electronic security could be integrated and optimised across the estate.

The solution

Reliance High-Tech developed a bespoke security management solution to manage and report on all the constituent parts of security delivery, including: service level agreements; action plans; financials; security systems maintenance; security project works; security survey and audit; key holding and alarm response.

Following an in-depth risk assessment in March 2008, Reliance designed and implemented an integrated electronic solution to reduce dependence on manned guarding while improving estate security. It included:

- Automated car park barriers to replace manual barriers
- Access control system linking remote sites to a centralised Osterley control centre
- Intercom system
- Intruder alert system
- CCTV system to enable clear visibility of access points
- Car park counting system.

This solution focused on the Osterley HQ campus, key central London sites and by 2011 included BSKyB’s new state-of-the-art broadcasting facility in Isleworth.

All new equipment was integrated into BSKyB’s existing IP network. The installation involved replacing existing analogue equipment with digital systems. A highly complex operation was required to integrate intercom, audio and video data feeds from legacy networks at different sites to give the control centre team at Osterley remote management capability.

To support the roll out of new technologies, new administrative processes were implemented to validate staff identity and authorisation status. Extensive training ensured that the security team was fully supported to maximise the benefits of the new systems.

Results and benefits

Having automated many routine functions, BSKyB has been able to progressively reduce its dependence on manned guarding while raising the quality of its team. Results to date include:

- Cost of manned guarding for 2009 / 2010 is £3.7m, down from £5.2 in 2007 – a reduction of almost 30% (including an annual saving of £250,000 at two key London sites)
- Manned guarding headcount at Osterley has been cut from 170 in 2007 to 110 in 2009
- At other UK locations headcount has been reduced from 80 to 50 officers
- Improved response and investigation of incidents
- Security staff turnover has fallen dramatically and retention is at an all-time high
- Initiatives have secured over £250,000 of equipment that could have been targeted for opportunist theft
- The integrated approach has enabled BSKyB's Group security team to focus more strategically on supporting the business.

Neil Gammon concluded, "Our relationship with Reliance High-Tech has been integral to the sweeping improvements made to our security infrastructure. By combining manned guarding with best in class technical expertise, Reliance High-Tech has enabled BSKyB to bring to life our ambition with a security infrastructure of which we can be really proud."