

Case Study: Fraikin



New technology, remote monitoring, and end-to-end project management has provided a state-of-the-art and cost effective security solution for Fraikin, a leading European commercial vehicle fleet services provider.

Security Challenge

The transportation and logistics industry is facing increased security challenges such as fuel theft, vandalism and increasing legislation all of which lead to further pressure on operating costs. Fraikin had previously secured their depots with a night guard and decided to tender for the modernisation of their security to include an electronic solution in order to reduce costs.

Reliance High-Tech impressed with their strong design and implementation strategy providing a complete service – from design to installation to maintenance. This included the installation of electrical supplies including ducting and groundwork providing Fraikin with a single source for their electronic security system. The solution forecast significant cost savings through implementation of remote monitoring through the dedicated Reliance Monitoring Centre (RMC). The RMC could monitor Fraikin's depots and respond to any potential security alert without the need for a 24/7 manned presence.

Solution

The first phase of the project was for the design and installation of a security system at Fraikin's depot in Leeds, allowing the site to be unmanned through the night. A CCTV and access/intercom system hosted on dedicated broadband lines allows the Reliance Monitoring Centre to remotely manage and observe the depot during out-of-hours.

The RMC is fully IP-enabled for remote monitoring of any location, at any time. This ensures Reliance operators can access CCTV imaging, access control and audio over a secure network from Fraikin's sites. Fraikin's security personnel are also provided access to the system via their own IT network for retrieval of CCTV footage and details of any security incident.

Reliance installed automated main entry gates with a camera and integrated intercom to allow RMC operators to remotely authorise out-of-hours site deliveries and vehicle collections. Out-of-hours CCTV is also monitored remotely while rapid response is provided by Patrol Net, the dedicated mobile response division of Reliance, to any potential security breach.

By taking the time to thoroughly understand our business and security challenges, Reliance demonstrated great technical expertise and professionalism in the delivery of a solution that has given us greater peace of mind about the security of our sites and is a great help to us to control our overhead costs

Steve Durban
Facilities Director at Fraikin

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Operators at the RMC are intensively trained to interpret events, validate every alarm and act decisively to maintain the running of Fraikin's depot out-of-hours. In the event of an incident they liaise with Patrol Net, the police and emergency services. Using the latest alarm management software Reliance operators are able to locate in real-time the exact position of Patrol Net vehicles and action the quickest and most appropriate response to any given situation.

Following the rollout at Leeds, Reliance High-Tech were contracted to install a similar security solution at Fraikin's Bristol depot. The site had previously been victim to theft and vandalism and Fraikin decided that an electronic security system was the most cost effective solution to protect their investment in the site. Since installation the security breaches have ceased and the site is now almost incident-free.

Benefits and Results

Through the implementation of electronic security combined with remote monitoring Fraikin are enjoying the flexibility and convenience of 24/7 protection without the need for permanent manned guarding. These benefits include;

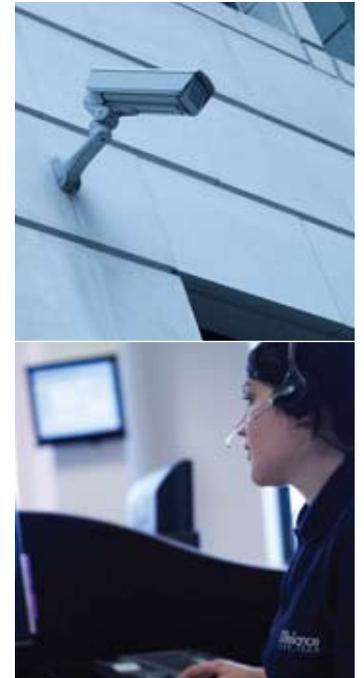
- Reduced cost of employing and training on-site guards

- Guaranteed response to all alarms and alerts
- Deterred crime and increased rates of detection
- Compliance with insurance requirements
- Improve safety and peace of mind

Fraikin also recognise the many advantages of the broad range of services and solutions offered by Reliance Group proving a 'one stop shop' for their security requirements. Following the implementations at Leeds and Bristol, Fraikin have now commissioned Reliance to install a security system at their head office in Coventry along with plans for further collaborations in the future at other Fraikin facilities.

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 12,000 people nationwide in manned security, facilities management and outsourced services.

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