



For more than a decade, world-leading insurance broking and risk management firm Marsh - a wholly-owned subsidiary of global group MMC (Marsh & McLennan Companies) - has trusted Reliance High-Tech to design, deliver and maintain electronic security solutions to support rapid growth across its UK estate.

Security Challenge

Through a successful acquisition strategy and helping its customers to manage risk more simply, efficiently and effectively, MMC has continued to expand its UK footprint in the highly competitive insurance services sector.

To ensure that its growth strategy continues to deliver a healthy return on investment, MMC needed a security partner to safeguard its expanding UK estate while seamlessly bringing the electronic security systems of newly acquired companies in line with those of the wider group.

With each new acquisition, the challenge was to standardise and eliminate:

- Inconsistencies associated with different legacy systems
- Variable service level agreements across the business
- Administrative complexity, inefficiency and excess costs.

As well as ensuring the smooth day-to-day running of its security operations, MMC wanted a partner with the expertise to identify opportunities for innovation across its national security infrastructure in order to continually enhance performance while minimising exposure to risk.

The Solution

Since winning a competitive tender in 2004 to deliver security services at MMC's UK headquarters and a number of its key sites nationwide, the Reliance High-Tech remit has expanded and the relationship has gone from strength to strength.

To support MMC on its continued growth path, we have finessed a delivery model that includes risk assessment, design, installation and maintenance of the company's UK electronic security assets, including CCTV, access control and intruder detection systems. Implementing a network backbone for all of MMC's electronic security systems has enabled more efficient management of routine security operations while creating a smooth transition path for bringing new offices on board.



With annual revenues exceeding US\$13 billion, MMC (Marsh & McLennan Companies) employs 57,000 people worldwide, providing risk management, risk consulting, insurance broking and insurance program management services to businesses, government agencies and individuals in more than 130 countries.

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MMC is also benefiting from a bespoke maintenance, service and support programme customised to its specific requirements. Based on a proactive maintenance model, it is a flexible approach that provides end-to-end support for all the company's security assets with the reassurance of:

- Optimised protection to ensure complete reliability, resilience and business continuity
- Robust service level agreements (SLAs) and measurable key performance indicators (KPIs) in line with risk profiles
- 24/7 nationwide call-out facility, technical expertise and support desk managed from the dedicated Reliance service Centre
- Industry-leading average first time fix rates commensurate with the UK's best-in-class performance
- Access to a suite of support services and management reporting systems to save time, reduce costs and drive more value from MMC's operations.

Benefits and results

Having worked closely together for more than a decade, we are continually building on our in-depth knowledge of MMC's business to deliver high quality security services to support both its everyday operations and long-term commercial strategy.

It's a tried-and-tested approach that MMC trusts to maintain the highest levels of protection across its expanding UK estate, while delivering a range of productivity benefits, including:

- 24/7 assurance of robust security and protection across its UK portfolio
- A proven delivery model designed to minimise duplication and maximise efficiency
- Seamless integration of new businesses to accelerate return on investment
- Ongoing innovation and enhancement of security services
- Comprehensive visibility of the risks and vulnerabilities across the estate
- A bespoke KPI-based management and maintenance programme
- Full accountability and compliance with reporting and regulatory requirements
- Access to expertise about the latest security advances to plan future security provision.



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Looking ahead

"Our relationship with Reliance High-Tech spans more than a decade and numerous successful projects. As a trusted partner, Reliance High-Tech has been a key ally during a period of rapid expansion, continually adding value to MMC's security operations nationwide and enabling us to benefit from ongoing innovation to improve performance and add value."

Ian Fatt,
Marsh UK Security Manager,
MMC