Reliance HIGH·TECH

IMPLEMENTING YOUR SECURITY CONTRACT

Over our

40 YEARS

in security systems, we've refined our process for implementing your new security maintenance contract. Proven in countless real-world customer applications, the process is structured and robust, with every step defined and responsibilities clearly documented.

This infographic shows how this process helps get your security service up and running smoothly and quickly, while you get on with doing what you do best.

CONTACTS AND COMMUNICATIONS

1

- Assign Account Manager
- Assign Customer Service Manager
- Set up customer records
- Agree a customer meeting schedule
- Define the support escalation process

PROJECTS AND SMALL WORKS

2

- Establish document templates
- Set up the survey document
- Perform stock take
- Record values of items held in stock

FINANCIAL

3

- Agree billing process and invoice template
- Set up account reporting
- Set up consolidated invoicing

MOBILISATION SIGN-OFF

4

- Agree action plan to close out legacy items
- Review to ensure all contracted items are in place

> 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

SIX REASONS TO PARTNER WITH RELIANCE HIGH-TECH

1 Strong engagement, reporting and communications from the outset

2 Your solution built on a comprehensive understanding of your needs and circumstances

3 A process proven in diverse commercial, public sector and CNI applications

4 Unrivalled technical expertise and project management capability

5 40 years' experience in large, multi-site security service programmes

6 Extensive disparate and legacy system management and maintenance expertise

ONE STEP AHEAD OF EVERY CHALLENGE

For effective implementation of your maintenance contract you need a Security Systems Integrator with the experience to address the challenges that will arise. One that knows what's coming, before it hits.

We've been delivering security solutions to leading public, commercial, industrial and CNI organisations for more than 40 years. We know what issues are likely to arise, and we're ready to deal with them and prevent them.

Contact us today to find out how Reliance High-Tech can deliver the security your organisation needs.