



## **The right security provider can protect the bottom line for owners and managers**

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During the current economic downturn, it is more important than ever for property owners and building managers to maximize the potential of their security provider. To get the most from the relationship, think of your security company as a key business partner - an ally who can save you money by minimizing your exposure to risk while allowing you to outsource key responsibilities.

Leading security providers increase their value by offering property managers and owners a full complement of proven services. While the primary responsibility of your private security firm may be to secure access to your facility, access control is just one component of a comprehensive security system.

### Know the Services Offered

When shopping for a guard company or security provider, be sure to ask about the depth of services they offer. Finding one company to handle all your security, concierge, emergency planning and risk assessment requirements will eliminate the need to retain multiple firms.

Of course, not all security companies are created equal. How can you be certain the company protecting your property and safeguarding your people offers you the highest performance and value? While there is no single answer, before choosing a company, make sure to get answers to these basic questions:

- \* Does the company have a proven security services track record, with verifiable references?
- \* Do those in leadership and account management positions have significant experience and expertise in the security industry?
- \* Does the company offer customized security services, including site-specific training programs?
- \* What are the company's Security Officer recruiting practices? Are officers adequately screened prior to hiring?
- \* Are the company's payroll and benefits policies consistent with a motivated workforce? What is the company's security officer turnover rate?
- \* How are security officers supervised? How often will a field leader or manager visit your facility?
- \* Does the company have an account management structure that provides quick, responsive service?
- \* Does the company have a dispatch/security command center staffed around the clock by a security professional? Is a representative always available to you?
- \* Can the company provide for immediate backup coverage in case of emergency?
- \* How does the company ensure billing accuracy?
- \* What value-added service features does the security firm offer?

Answering these and other important questions will help you identify a high-value security partner.

Additionally, it is advantageous to explore the company's range of services and technical capabilities. These may be bundled into attractive service packages, resulting in overall cost savings. For example, ascertain the company's ability to:

- \* Provide physical security risk assessments;
- \* Ensure compliance with building regulations, procedures and industry standards;
- \* Coordinate and implement emergency response and contingency plans;
- \* Perform CCTV surveillance and security command center services;
- \* Provide computer/data base security detection services;
- \* Field certified fire safety directors and fire guards;
- \* Serve as lobby concierge, visitor desk and security receptionists;
- \* Perform VIP escorts and special events security;
- \* Perform investigations services; and
- \* Provide mailroom x-ray services.

### Advantages to Outsourcing

Utilizing the deep resources of a high-quality security company will help you control risks and feel safe knowing your building and your business are protected. If you do not currently outsource your security guard service, you owe it to yourself to consider the many benefits of doing so.

By outsourcing security needs to the right partner, clients can concentrate their energies on other critical issues within their areas of responsibility. There are fewer liability exposures and no increase in insurance costs. Other benefits include:

- \* Added flexibility in staffing scheduling to meet changing security needs;
- \* No additional workers compensation costs or other employee benefit costs;
- \* Reduced expense in purchasing patrol vehicles, auto insurance, licenses and maintenance;
- \* No scheduling headaches;
- \* Officer cross-functionality, such as handling concierge and visitor desk services responsibilities;
- \* All uniforms are provided to specifications and are always clean and neat; and
- \* More secure employee screening: Licensed security services companies have access to data and information channels not available to the general public, including those for criminal background checks, FBI checks, and fingerprinting services.

Full-service private security providers have always been able to offer a safe and secure environment for tenants, employees, visitors and vendors. During tough economic times, they can provide property owners with an additional benefit - the ability to control costs through outsourcing and bundling value-added risk management services.

Jack Costello is senior security consultant for Summit Security Services, Inc., Uniondale, N.Y.

New York Real Estate Journal - 17 Accord Park Drive #207, Norwell MA 02061 - (781) 878-4540