



Remote Video Monitoring Prevents Break-In with Fast Response and Escalation

Project Overview

Workspace Group PLC is the leading provider of commercial business premises within central London and is ideal for businesses looking to make their mark in London. Like other commercial property owners, Workspace has been a victim of crime and anti-social activity during out of hours periods. By having a robust and reliable dedicated security monitoring service, the experts at Chubb's Monitoring Centre, have supported a significant reduction in such offences.

The dedicated experts work on a standalone desk with a proactive LCD video wall consisting of eight monitors viewing four Workspace sites per monitor which actively monitor high-risk doors and entrances. The team recognised a known offender who had committed offences across the Workspace estate entering the premises by tailgating a genuine customer through the entrance doors. The team contacted the Police and simultaneously dispatched the assigned keyholding mobile guard to intervene. While the Police attended the premises to conduct a search, it was the experts at Chubb's Monitoring Centre that located the offender by actively monitoring the CCTV system. The offender was detained by the Police as he attempted to leave the premises with stolen items.

Customer Needs

- To protect a large portfolio of commercial properties in key London locations
- To have a dedicated and reliable CCTV monitoring and remote concierge service, 24/7, with mobile keyholder response
- To balance security with customer service through a concierge service out-of-hours to allow access to tenants and contractors
- To provide dedicated account management
- To manage the costs of traditional outsourced manned security solutions

Solutions and Benefits

Chubb's Monitoring operators review and record live images from monitored systems remotely and initiate an agreed action/response to any security incidents. Through a dedicated video wall at the Monitoring Centre displaying live activity across prioritised office locations during out of office hours, the operators can see real time events across the portfolio and respond accordingly.

Dependent upon the situation or alarm event, the monitoring operators have the option to deploy a dedicated keyholding responder to any Workspace centre to investigate and report back to the team the reasons for the alarm activation, or to escalate for support based upon incidents and agreed levels of response.

Chubb also provides a remote concierge service to support the out of hours operations to the Workspace centres. The CCTV system is integrated with the on-site access control equipment enabling the Chubb Monitoring Centre team to verify legitimate tenants and contractors before permitting secured and monitored access. This dedicated team monitor and provide concierge services for 44 Workspace centres, including up to 120 cameras at any one time, which are moved and tailored to the centre's needs and requirements.

Workspace also benefit from a dedicated account manager, who provides:

- Security analysis on site and remotely
- Site recommendations
- Electronic and manned security services
- Customer visits
- Collation of weekly and monthly CCTV and intruder activity reports
- Face to face meetings with Workspace
- Presentation of data in a customer friendly way ensuring recommendations are made and appropriate actions taken

Incident Example

During a recent offence a known offender tailgated into a Workspace business centre whilst being observed by Chubb's Monitoring operators by way of remote CCTV. The quick thinking of the operators rapid response, meant that the Police were called to apprehend the offender. The value of reliable proactive real time monitoring has been proven following the successful prosecution of the offender who has received a custodial "It is an excellent result for Chubb's Monitoring operators and testament to the hard work, training and development of the dedicated Workspace team. The operators recognised, observed, reacted, and handled the event in real time. This has proved to Workspace Group that we are diligent, attentive and take ownership of all incidents from start to finish and have the confidence and training to complete any alarm incidents presented to them"; said Jason Gardiner, Account Manager for Chubb.

Darren Baker, Head of Security at Workspace commented: "Please pass on my thanks to the team whose actions have again resulted in the arrest of a known offender who had already committed two offences across our portfolio. By actively monitoring the high-risk doors, recognising the offender, and contacting the Police their actions resulted directly in the arrest of a prolific offender."



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