

An award-winning security company, in the top 3% of ACS approved contractors – Integrated Security Solutions



## SECTOR

University Security

## SERVICE

Guarding

CCTV Monitoring

Security Patrolling

Fire alarm activations

Access Control – Personnel

## CLIENT



## The Contract

Veritech have been working in partnership with Solent University at their various premises in Southampton since 2023.

Front of house and manned guarding services including patrolling at regular intervals throughout the shifts utilising the guard patrol system installed on site. We are contracted to responding to fire alarm activations, assist with deliveries and post.

We handle access control for contractors, responding to noise and anti-social behaviour within the various and land, reporting of site faults and health and safety issues.

Assisting management with new students and open days.

## The Challenge

Security at Solent university presents unique challenges due to the diverse and dynamic environment. Some of the key challenges include:

Open Access Environment, Large and Diverse Population, 24/7 Operation, cybersecurity Threats, Mental Health and Welfare, Protests and Demonstrations and of course crime Prevention.

The 4-core staff are responsible for delivering core requirements of this contract. Mobile Officers will cover the 2 satellite sites Timsbury Lake and Test Park; event security staff will be sourced from our Operational Relief Team.

## The Solution

The team utilises 4G radios that communicate directly with our 24/7 control centre.

The operatives check all personnel entering the university ensuring appropriate identification is shown on entry. This effective process ensures only authorised persons enter. The team are also responsible for the monitoring of the CCTV covering the site, and regular patrols to ensure that the security and safety is maintained.

We have also have fully trained CCTV operatives in our control centre, first aiders and incident controllers. In addition to this, we have developed training modules for staff in non-accredited skills, such as COVID-19 - Coronavirus Essentials, Slips, Trips and Falls and Health & Safety, Fire Marshal training.

## Benefits to Solent University

Solent University benefit from our offering of remote back up monitoring CCTV systems proposed for East Park and Timsbury Lake. In the event of a system failure within their own control room, our internal Control Centre (CC) can take control of the cameras for viewing and monitoring which will function as back-up support for the University, providing robust contingency planning.

We have established a network of both formal and informal communication channels to assist in our interactions with these key stakeholders and our client's representatives. We are constantly striving to make improvements towards Security, Safety and Communications, we pride ourselves on being proactive at all times and where possible involve the client in our discussions and proposals.

We recognise the importance of our security team in providing a customer service that goes above and beyond clients' expectations.

Veritech believe that the key to providing a first-class service lies with investing in the workforce and equipment. This is why we have made significant contributions towards recruitment, training, health & safety and development in terms of our Managers, Supervisors and Front-Line Security Officers.

"I would take the time to extend my thanks for the support with graduation, I think I can safely say it was a big stride forward. All the guards were excellent, the graduation teams aren't known for being overly generous with compliments, but they certainly had nothing but praise for the conduct of the guards" ...Facilities Duty Manager..

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