

BlackBerry Customer Success Story

Corporate guarding company increases security efficiency and cost savings through BlackBerry support

Highlights:

- The email function facilitated better connection between employees, through both PC and mobile devices.
- The ability to develop in-company apps offered time-saving and security-enhancement to boost the company's efficiency.
- BlackBerry messenger allowed colleagues to communicate instantly, sharing pictures and requesting further support to reduce response times.

JC Security is a dynamic corporate guarding company in South Africa, which provides purposeful and cost effective risk management services by ensuring the protection of its customers, personnel, services and assets. The company specialises in industrial and corporate security through combining innovative thinking and focused physical management with skilled personnel and advanced technology.

As a fast growing and ambitious corporation, JC Security endeavours to compete with leading security companies on a global level. In this regard, the company observes international standards to provide a high level of service by utilising a holistic approach that incorporates management of both client risks and assets. Formulating long lasting partnerships is at the forefront of JC Security values, and is reflected in their efforts to manage security needs to deliver a service which exceeds expectations.

The Challenge

As a business which strives towards international standards, the company based in South Africa requires a mobility management solution which would ensure it could compete against advantaged markets with wide-ranging and highly developed technology solutions.

In order to provide a competitive and efficient service, seamless and instant communication was key to the management of 1, 600 employees many of which are distributed across on –site locations around South Africa. As a risk and security management firm, JC Security needed a solution to provide instant communication which would enable colleagues to exchange information, share images and also provide the flexibility to allow the company to grow and develop technology solutions to enhance efficiency.

Industry:
Security

Region:
SA

Company Size:
Medium

Solution:
BlackBerry® smartphones
BlackBerry® Enterprise Service 5
BlackBerry® Mobile Data System
BBM™

The Solution

BlackBerry provided a flexible solution by implementing the BlackBerry® Enterprise Service 5 and rolling out 350 devices (which include Q5, Q10, 9900 and 93280's) throughout the company. The email function is critical for the company, allowing 1,600 employees to communicate instantly to give feedback on reports, incidents, and robberies as well as for internal communication such as HR.

The ability to develop company apps also provides a platform to enhance not only the security of its customers, but also that of its 800 security guards on shift at any one time. JC Security developed a 'Check In' app which allows all on-site security personnel to log their location every 30 minutes by scanning a bar code located around properties. This improves the company's security efficiency by allowing external personnel to track vulnerable areas within a set perimeter, as



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Ryan Groenewald, Managing Director of JC Security

well as providing a function to send through emergency requests, for example for additional help. BBM™ also enables colleagues to better communicate, particularly in order to share photos, for example of crime scenes.

The Benefits

Since implementing the BlackBerry Enterprise Service 5, JC Security has seen both efficiency and cost saving benefits. In terms of robberies, the loss ratio has reduced, saving the company close to 650,000 ZAR last year alone.

Ryan Groenewald, Managing Director of JC Security, said, “The communication infrastructure provided by the BlackBerry solution has facilitated instant communication allowing employees to respond more quickly to requests, resulting in a reduction of response times between requests for security support and arrival on-site. Rolling out the BlackBerry solution, we’ve saved close to 650k for the year.”

As a fast-growing company, JC Security is particularly pleased with the flexibility of the BlackBerry solution which allows it to grow and adapt. The future potential of the BlackBerry service, illustrated by JC Security’s experience of app development, means that the BlackBerry Enterprise service is JC Security’s mobile management solution of choice.

www.blackberry.co.uk/casestudies



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