



CORPORATE PROPERTY: DATA INTERCHANGE PLC

OVERVIEW OF MAJOR RESULTS

- C.UK successfully manage the security of Data Interchange's global head office where security is paramount, given the sensitive nature of the client's business
- C.UK took over from an mistrusted previous security supplier and have managed to create a trusted bond with the client, overcoming difficult rostering issues in the process
- Ewan Friend, Managing Director of Data Interchange commented "C.UK provides a reliable and secure service and is very responsive to our needs"

SITUATION

Data Interchange PLC is a leading international provider of EDI (Electronic Data Interchange) and eBusiness solutions. C.UK provides security for Data Interchange's global head office.

Prior to C.UK, the management of Data Interchange had a rather negative opinion of the security industry due to the poor performance of their previous supplier. As the sensitive nature of Data Interchange's business means that security is paramount, it was important for them to find a security supplier that they could trust. C.UK therefore had to quickly prove that it was different to gain the confidence of the client.

C.UK SOLUTION

When C.UK was awarded the contract, a mobilisation plan was put in place in order for the wishes of the client to be adhered to and the confidentiality of their business maintained. It was apparent that C.UK needed to ensure that a core team of staff were used as the client needed to gain the confidence in the security team, and having familiar faces was a way of creating this trust. As such, C.UK has developed a core team of reliable security officers who have demonstrated to the client their dedication and integrity.

C.UK has effectively responded to additional cover, sometimes at very short notice, on the main office site and at a remote site. This rapid response has helped to develop a strong partnership, giving the client peace of mind with regards to continued cover.

C.UK is always looking for ways to add value to the client above and beyond standard security. As such, C.UK officers have undertaken a survey of the CCTV systems, access control and external lighting for the client.

CASE STUDY

RESULTS

Data Interchange now has, in C.UK, a security company that they can trust. Ewan Friend, Managing Director of Data Interchange commented “C.UK provides a reliable and secure service and are very responsive to our needs”. Not only that, but C.UK has continued to try to add value to the contract; in this vein, discussions have taken place regarding the introduction of the Watchman Monitoring Service.

CONTACT

Louise Tippleston, Relationship Executive: louise.tippleston@cuksecurity.com Tel: 07736 134004