

## CORPORATE PROPERTY: NETSUPPORT LTD

### OVERVIEW OF MAJOR RESULTS

- C.UK provides security for the global headquarters of NetSupport, for whom dependable and sensitive security is extremely important
- Having had a previously unreliable security provider, C.UK had to work hard to establish trust
- Ravi Patak, Managing Director of NetSupport commented: “C.UK has provided a consistently high level of service and is very reliable. They are a very professional company to partner with”

### SITUATION

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NetSupport Limited is the founder member of the NetSupport Group and was incorporated in 1989. The company specialises in the development of commercial software packages to manage and support Local and Wide Area Computer Networks. The sensitive nature of technological development means that security is an absolute priority for the client. C.UK provides the security for the global headquarters, where NetSupport focus on product development and customer support.

The role is front of house, with patrolling too. The officers also have to man the out of hours calls, an extremely responsible task for the global headquarters of a client. A good cross-cultural telephone manner is vital, and is just one of the ways that C.UK has looked at the specific and value add requirements of the client – as we always do.

NetSupport had lost faith in their previous supplier, so when looking for a new security provider they were anxious to find a company that would be totally dependable and give them exactly what they wanted – and not just what suited the supplier. In addition, a major concern was with the threat of security officers sleeping on duty, something they had experienced previously.

### C.UK SOLUTION

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When C.UK took over the contract, it was imperative to quickly convince the client that not all security companies were the same.

The sleeping-on-duty worry was something that had to be addressed right away, especially given the high profile nature of NetSupport’s developments at the office.

## CASE STUDY

Initially, the client wanted C.UK to provide mobile patrol visits to the site every evening in order to ensure that the officers were fully alert. Whilst, initially, C.UK put this requirement in place, apart from not being practical nor cost effective, it did not prove that the officer was alert as any out of hours visitor had to press a button externally in order to gain access. This would, of course, alert an officer who may be sleeping.

C.UK offered the client the Watchman Monitoring Service which would ensure that regular patrols were being conducted in a timely fashion, whilst being monitored in live time, by the Communications Centre. This has proved to be very effective and has given the client peace of mind.

Due to the nature of the NetSupport business, the client is particularly keen to ensure that the same officers attend site. We have formed a team of fully trained officers (including reliefs) and the client has been very happy with this. Moreover, we have changed the shift pattern to ensure that the most senior officer is on duty during the core hours of Monday - Friday.

## RESULTS

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NetSupport is a happy client: "C.UK has provided a consistently high level of service and is very reliable. They are a very professional company to partner with".

C.UK has provided NetSupport with a motivated officer who enjoys his job, and a management structure that gives full support to ensure any incident is dealt with swiftly and effectively.

We also ensure that the confidential nature of the client's business remains so by the use of discretion and by using a core team of trusted security officers.

## CONTACT

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Louise Tippleston, Relationship Executive: [louise.tippleston@cuksecurity.com](mailto:louise.tippleston@cuksecurity.com) Tel: 07736 134004