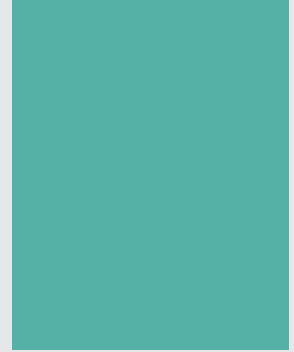
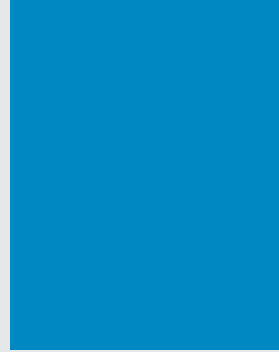


Securitas Global and National Accounts

Verizon Communications



Providing Consistent and Excellent Service Across the Globe

Challenge

In the last 14 years, Verizon Communications has grown from being a regional account for Securitas in Northern New Jersey to a truly global operation. Today, Securitas Officers serve Verizon sites in 22 countries and provide roughly 38,000 hours of coverage each week. Securitas officers perform a range of duties—from access control to emergency support to investigations and reporting – creating a security culture which promotes consistency and excellence of service at each and every site.

Solutions

To meet this challenge, Securitas Global Accounts has created standardized procedures and policies to ensure consistent service and reporting methods in every location. While the account may be subject to a variety of rules, regulations and stipulations for each country, a standard security culture and system of measurements allow both Securitas and Verizon managers to have account information at their fingertips.

These tools include:

Global Scalability

While each country Verizon services has different labor laws and restrictions, the post orders are effectively the same in Reading, England as in Basking Ridge, New Jersey. Around the world, officers perform the same routines and managers follow the same procedures providing consistency across the account. With new locations constantly under consideration, Verizon knows that they can tailor and implement their preferred security protocol anywhere business takes them. Standardized assessments, like the Quarterly Business Report, allow both Verizon and Securitas managers to drill down as needed to look at individual locations or pull back to see trends across the company.

Monthly Scorecard

Developed by [Securitas Global Accounts](#) specifically for Verizon, the scorecard provides an instant snapshot for each location - and an idea of what is working and what needs to be fixed. The scorecard represents a sea of change in client relations; previously, the industry standard was to fix problems without letting the client know of any vulnerability. The monthly scorecard provides for a much more transparent and honest relationship, as well as a terrific mechanism to fine tune for constant improvement.

Dedicated Account Managers

Instead of overseeing a portfolio of accounts, a Global Account Manager is dedicated exclusively to Verizon. He oversees three Regional Account Managers who handle the day-to-day details and are experts in their field. The UK Regional Account Manager, for example, is well-versed on the differing laws and regulations in the European countries and their effect on staffing and pricing. All four managers are seasoned security veterans who have the experience to read the data on the scorecards and reports, foresee any coming problems, and make the right adjustment, providing proactive leadership of the account.

Breadth of Experience and Resources

Securitas' extensive depth of knowledge and manpower means it can handle almost any security threat with the appropriate response. In Verizon's case, this has meant seamless coverage during work stoppages and in the recovery efforts in the aftermath of Hurricane Sandy.

Results

By having a proven template for consistent, excellent service, Securitas has not only minimized day-to-day concerns but also has the framework in place to address bigger challenges. When Verizon purchased MCI, the security challenge was the merging of the two cultures. Through training, courtesy and consistency, the Securitas Officers on the front lines were able to lead MCI veterans effectively and gracefully through this transition. Recently, the Verizon procurement team's internal audit resulted in the need to true up the indexed pricing for Europe for 2011 and 2012, which is almost always a tedious and trying undertaking. The project was handled with such cooperation, fairness and good faith that the same procurement team nominated Securitas as Verizon Communications' Vendor of the Year.



As these examples demonstrate, Securitas has proven that it can provide not just seamless service, but a true partnership.