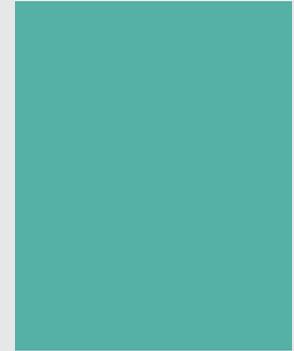




Ferguson-Newport News, VA



Capable and Dependable Back-Up Brings Peace of Mind to a National Distributor

Challenge

Ferguson is the largest distributor of plumbing supplies in the US. Headquartered in Newport News, Virginia, Ferguson employs approximately 22,000 associates in over 1,400 locations and serves customers in 50 states, Puerto Rico, the Caribbean and Mexico.

While Ferguson has substantial in-house security, they signed a national contract with Securitas Response Services in 2008 to provide additional integrated coverage as needed. "Securitas supplements our in-house service; they are here to support us," says Ray Ferrara, CPP, CFE, MBCI, Director of Corporate Security & Business Continuity.

Solutions

With one call to Securitas, Ferguson can receive immediate supplemental back-up officers to cover for any of their 1,400 national locations. These highly trained officers are available in the face of all sorts of emergencies. "Securitas has the depth to get the job done," notes Ferrara. "No matter what city you call, they've got resources. Many other companies don't."

Last year, Securitas was brought on board to provide evening and weekend coverage for Ferguson's 24/7 Global Operations Center. In addition to monitoring CCTV, alarms and deploying local responders, Securitas officers take the extra step of staying on the phone with employees to help ensure their safety and comfort until local law enforcement or fire departments have arrived.

Global Operations does more than watch cameras, answer calls and handle immediate concerns - the center also keeps an eye on emergent weather or other issues that might disrupt Ferguson's transportation lines. "Our office is responsible for business continuity and travel risk management. Part of what we need to do is keep our trucks and truck drivers safe," adds Ferrara. "Our whole concept is protecting our people, property, premises and profits. Securitas assists us in doing that."

Results

"Securitas has the capability to get the job done," says Ferrara. He recounts a building destroyed by a tornado in Raleigh, North Carolina. "Securitas was onsite within four hours, helping to protect the premises." Ferrara also appreciates being able to delegate responsibility to his Securitas management team. "There is extra value by letting the contract company manage your problems. Securitas rates very high because they provide leadership on-site for their own people and they provide great security."



The Securitas Security Response Services team is your choice for on-demand security services.