



CASE STUDY

Titan Security Officer + Video Monitoring



Titan Helps Corporate Headquarters Overcome Security Challenges at Expanding Campus

THE SECURITY CHALLENGE

The parent company for a family of brands in transportation services, finance, and technology headquartered in Overland Park, Kansas required an expanded security presence. A fast growing enterprise with thousands of employees, the campus has expanded to several hundred acres and construction is nearing completion on a third office tower. Titan had been providing business-hour guard services at the campus for some time, and it was during this expansion that the company approached Titan about the need for a more robust security force to protect assets and equipment during construction, as well as a growing population of employees coming to work each day. The challenge was how to balance effective 24/7 presence and threat detection coverage with budgetary constraints in a non-intimidating manner, and simply throwing more bodies at the problem was not the answer.

THE TITAN SOLUTION

After reviewing the property, investigating company needs, and identifying gaps in their security posture, Titan recommended a blended solution of a daily on-site guard presence during working hours with live remote monitoring through smart cameras and proactive patrols during off-hours. On-site patrol services serve as a visible deterrent and enable fast response to activity noticed on the cameras. The patrols also provide after-hours employee escorts, door checks, and a presence in areas not covered by cameras. During construction of the office tower, a Virtual Security Guard, Titan's mobile solar-powered automated surveillance system, would temporarily stand watch over the site to deter theft of raw materials and equipment. Advantages of the Titan solution included:

- Guards stationed in building lobbies and security checkpoints are dressed in upscale concierge-like attire to reflect company culture and identity. Guards are encouraged to get to know and build rapport with employees, and even escort them to their vehicles at the end of the day if asked.
- Smart cameras equipped with motion detection technology installed throughout the campus provide always-on visibility to the grounds and all building egresses. More than simply recording crime, these cameras are software-monitored and alert Titan dispatchers when an unauthorized presence is detected. An appropriate threat response – using built-in audio capabilities to verbally warn off would-be criminals in real time, dispatching a Titan patrol vehicle for first-hand investigation, or notifying police for immediate municipal support – can be quickly taken.
- The Virtual Security Guard provides the visual deterrence and the same live remote monitoring to safeguard the construction site and equipment without the expense of a physical presence. Perfect for outdoor and temporary security needs, it is wireless and rapidly deployed.
- During installation of the cameras, the distress call boxes located in the parking lots for employee emergency use were also linked to the Titan dispatch center to respond to after-hours events.



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BUSINESS OUTCOMES

Titan's implementation of a blended security solution that combines highly trained personnel with state-of-the-art remote monitoring technology has delivered **savings of up to two-thirds in on-site security guard spending** while still providing the campus with 24/7 protection. Only one manned eight-hour shift is required during operational hours as opposed to three, with remote live surveillance and as-needed patrols handling the off-hour shifts, slashing labor expenses. Other benefits realized by the client include:

- Zero incidents of theft and vandalism have been reported during construction of the third tower while the Virtual Security Guard is monitoring the premises.
- Employees feel safe across the campus, even when walking to their vehicles after hours, as security guards are familiar, cameras serve as a constant visual deterrent, and panic button-enabled distress call boxes are linked directly to Titan dispatchers for fast response. [Future plans call for after-hours alerts for water, fire, and weather-related events to be routed to the Titan dispatch center as well as the company's Director of Facilities. This asset protection service will ensure problems like a burst pipe or storm damage are not left unattended for hours while the building is unoccupied.]
- Property and vehicle crime across the campus has declined, as parking areas and building exteriors are under constant surveillance. Obvious signage and marked patrol vehicles let would-be criminals know to look elsewhere for their next victims.

In sum, Titan serves as the company's on-site and remote security nerve center without the client having to staff, fund, and train their own security force.

Some security companies specialize in providing guard services; others focus on installing surveillance technology but stop short of offering live monitoring. Titan's blended approach to security brings the proper balance of in-person guard and patrol options, remote monitoring services, and state-of-the-art technology together to enable complete 24/7 protection at minimal cost.

To schedule a free security consultation and craft a plan tailored specifically to your security needs and budget, visit us tpcsecurity.com, email us at info@tpcsecurity.com or call **913-441-0911**.



Titan has been instrumental in keeping our people and property secure. We wanted a plan that addressed our needs during business hours, and also kept us protected after hours without unnecessary expense. Titan delivered!

- Facilities Director

