

Bayleys Property Management



COMPANY: Bayleys Property Services
(for Bridgestone NZ)

BACKGROUND: Global Security provides alarm systems and monitoring for 85 Bridgestone tyre outlets around New Zealand. These properties are managed by Bayleys Property Services.

OUTCOMES: Bridgestone and Bayleys Property Services are achieving time and cost efficiencies by dealing with a single supplier to manage the security of multiple properties.

HIGHLIGHTS:

- Smooth implementation – Global Security managed the smooth roll-out to more than 85 Bridgestone tyre stores around the country
- Responsive service – with a dedicated account manager, and 'direct line' to Global Security management
- Superior reporting – with monthly pdf reports, and real-time updates on Global View

When the rubber hits the road, Global Security proves we have what it takes. We're providing Bridgestone with a streamlined security solution for their 85 tyre stores throughout the country.

In early 2010, Global Security was awarded the contract to supply technical support and alarm monitoring services for the nationwide network of sites for Bridgestone New Zealand Ltd including Firestone and Tony's Tyre Centres. These properties, which are leased by Bridgestone from various landlords, are managed as a portfolio by Bayleys Property Services in Auckland.

"Previously, Bridgestone had numerous contractors working on their property portfolio," explains Andrew Wilkie, Corporate Services Manager with Bayleys. "Their aim was to rationalise the suppliers down by about 60%. As part of that, Global Security won the tender to provide alarm systems and monitoring for around 85 Bridgestone tyre stores."

"When you're dealing with something as important as security, you can't afford to have problems buried or hidden."

And while changing from multiple security suppliers may sound like a daunting prospect, it doesn't have to be. As Ross Johnson, Global Security's managing director, explains: "At Global, our goal is to remove any financial and operational risk associated with changing suppliers."

"As well as providing competitive pricing, we'll ensure the implementation itself is a very smooth process." Working to a pre-determined strategy, the Global Security team handles all planning and liaison with the existing suppliers, on behalf of the client, to ensure a coordinated and highly efficient roll-out.

Andrew Wilkie says that was certainly the case with the Bridgestone implementation. "The process rolled out just as they said it would. Everything was all in place." And according to Bayleys, the single-supplier model is already paying dividends. "It gives us consistency across the board, including pricing, and one 'go-to' organisation to deal with," says Andrew.

Bayley's Brad Toko-Layton, who manages the day-to-day requirements of the Bridgestone

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Bayleys



portfolio, is also impressed with the one-stop service. "I deal with a lot of contractors, and it really helps to have one go-to person and a single point of contact," he says. "In our business, it all comes down to the people you choose. At Bayleys we're always looking to build strong relationships, and we believe we get that from Global."

Having instant access to information is another advantage of working with Global Security, according to Brad.

"We maintain a high level of interest in what's happening on the sites," he says.

"I can receive an activity report on a daily, weekly and/or monthly basis from Global in pdf format, which I go through and identify if I need any more information."

Brad also uses 'Global View,' a web portal that provides Global Security customers with real-time information on their security activity.

"I can log in and identify any background on an event, and other site-specific information. It gives me a good picture of what's happening at any time."

"It also saves time, because I can quickly identify the answers, or questions to clarify with my Global account manager."

Andrew Wilkie says the close-knit management team is also very responsive.

"Ross and Petra at Global see the big picture... they're very easy to deal with, and they can make quick decisions. From our perspective, having that kind of responsiveness is great. It minimises the management time we have to spend on resolving any issues."

Andrew says the two businesses work well together, because they share a similar philosophy for building long-term business relationships.

"When you're dealing with something as important as security, you can't afford to have problems buried or hidden," he says.

"We have a very upfront and open relationship with Global. On the very rare occasion there has been an issue, Global have stuck their hand up and covered it. Which we think is brilliant."

PROJECT OVERVIEW

 Multiple branch nationwide installation and monitoring

 Intergration with banking IT services

 Executive team security strategy and implementation

 Multiple back-up systems and strategy

 Annual security review

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