

CASE STUDY

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www.leversedge.co.uk

instant Push-To-Talk



Security Focus

Customer

A new, innovative business based in Leicester, GTS Security Services was formed by senior security specialists with more than 50 years' of industry experience between them.

On a mission to supply quality security services to Leicestershire businesses, the team offer mobile response services, including mobile patrols, keyholding alarm response, locks and unlocks, tenant/landlord response for students and lone worker emergency response. This is why response times are paramount and by staying local, they can respond quickly to client needs.

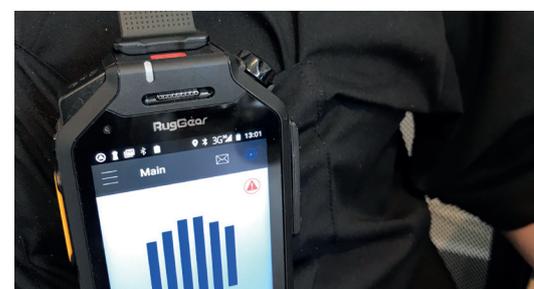
Hear from Tom Conlan and Gary Sheffield, Directors at GTS Security Services about their experience of working with Leversedge.

The Need

GTS Security Services were looking for a **device that was all encompassing**, to save buying additional equipment and help streamline the number of devices Security Officers need to carry.

"Safety and transparency is paramount to our business to operate to a professional standard. Patrol services need to be fully reportable and evidenced, which is why the RugGear devices and Instant Push to Talk technology is so important.

*Acting as both a radio and a phone, the tracking software and Guard Tour system provides us with accurate reporting, allowing clients to clearly see that we have patrolled as promised. It also gives our Officers peace of mind as **communication is a lot easier and quicker, making our staff feel safer with video recording, tracker and SOS functionality.***





Why Leversedge?

“We looked at other suppliers online, but found it difficult to speak to someone about what we were looking for. Having worked with Leversedge for years, **we trust the business to deliver**. They showed a genuine interest by taking the time to sit down with us and listen to exactly what we needed, before proposing the best solution for our business.

With all of our communication needs under one umbrella, it is really easy to manage. Like any partnership, the most important thing to us is trust. After purchasing a product, it's important to be able to rely on getting the support you need. We know that if we have issues, between us and Leversedge, they're resolved.”

Outcomes

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Secured New Business

“Being able to provide timely reporting and evidence of work completed shows accountability and complete transparency, which helps build trust with new clients. In only a short time, the technology has already helped us gain a new security contract.

In combination with vehicle tracking, the Instant P-T-T technology and trackable RugGear devices, we can prove that we complete our jobs to the letter, which is hugely reassuring to prospective customers.”



Enhanced Customer Service

“The Guard Tour module with NFC points guarantees that an Officer has hit specific areas at specific times.

These intelligent insights provide an enhanced customer experience, and builds trust between us and our clients.

Technology like this is changing the industry, as well as client expectations. That is why, anything that can show we're innovative is a huge positive for our business.”



Saved Money

“Officers without RugGear devices would need to carry 2 or 3 devices to remain in contact with dispatch via radio, provide lone worker protection, be able to call emergency services if needed and track their movements.

By having just one device, we have saved money and also made life easier and safer for the officer – providing an enhanced level of service to the client all at the same time!”



“Paramount to any company is the safety of their staff. Not only does Instant P-T-T from Leversedge fulfil business and client requirements at a very reasonable cost, but more importantly – if I'm on the ground, I feel a whole lot safer with it.”

- Gary Sheffield, GTS Security Services