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# Managed Security Operations Centre (SoC) delivering enterprise wide dynamic security services.

A G4S Case Study

G4S client is a Gas Distribution company that owns, operates and maintains one of the largest natural gas distribution networks in the United Kingdom.

Operating critical infrastructure sites, which are remote, often unmanned and represent extremely dangerous and hazardous environments, the clients priority is to effectively address security and safety.

Previously operating a shared Security Operations Centre (SoC) with other gas providers, the client's requirements were to introduce a strong, connected security programme reflecting the critical nature of their sites. G4S worked closely with the client to implement a holistic end to end security service managed through a dedicated G4S provided 24\*7\*365 Security Operations Centre (SoC).

The award of the project enhances G4S already strong reputation for the provision of security technology and monitoring services to the Utilities and Critical National Infrastructure sectors.

## The Scope

G4S are contracted to provide a full end to end holistic service, managed through our Security Operations Centre (SoC), comprising of engineering, monitoring, incident management and analysis services.

Our services encompass:-

- On Site Engineering Services
- Remote Engineering Services
- Incident Management and Analysis
- Site Access Management
- Data Analysis & Management Reporting
- Canine
- Mobile Incident Response
- Site Monitoring



The scope of our monitoring services includes:-

- Perimeter alarms
- Intruder alarms
- Panic alarms
- CCTV & surveillance
- Delivery of audio to site

## Working Practices

G4S provide a client dedicated team of internal staff members who operate around the clock on a 24/7/365 basis, monitoring sites in real time. The team are supported by a Team Leader and Client Account Manager, and are located in a dedicated area within our Security Operations Centre.

When an alert is triggered on site, the team are provided with surveillance footage to perform detailed diagnosis, followed by further investigation using the various PTZ CCTV cameras at each site.

When necessary, two way audio is transmitted to site, allowing the G4S operators to communicate locally as necessary from their remote location.

When an incident occurs, the team seamlessly act on their emergency response plans and coordinate an appropriate response through G4S mobile incident response, client escalation paths and emergency services when needed.

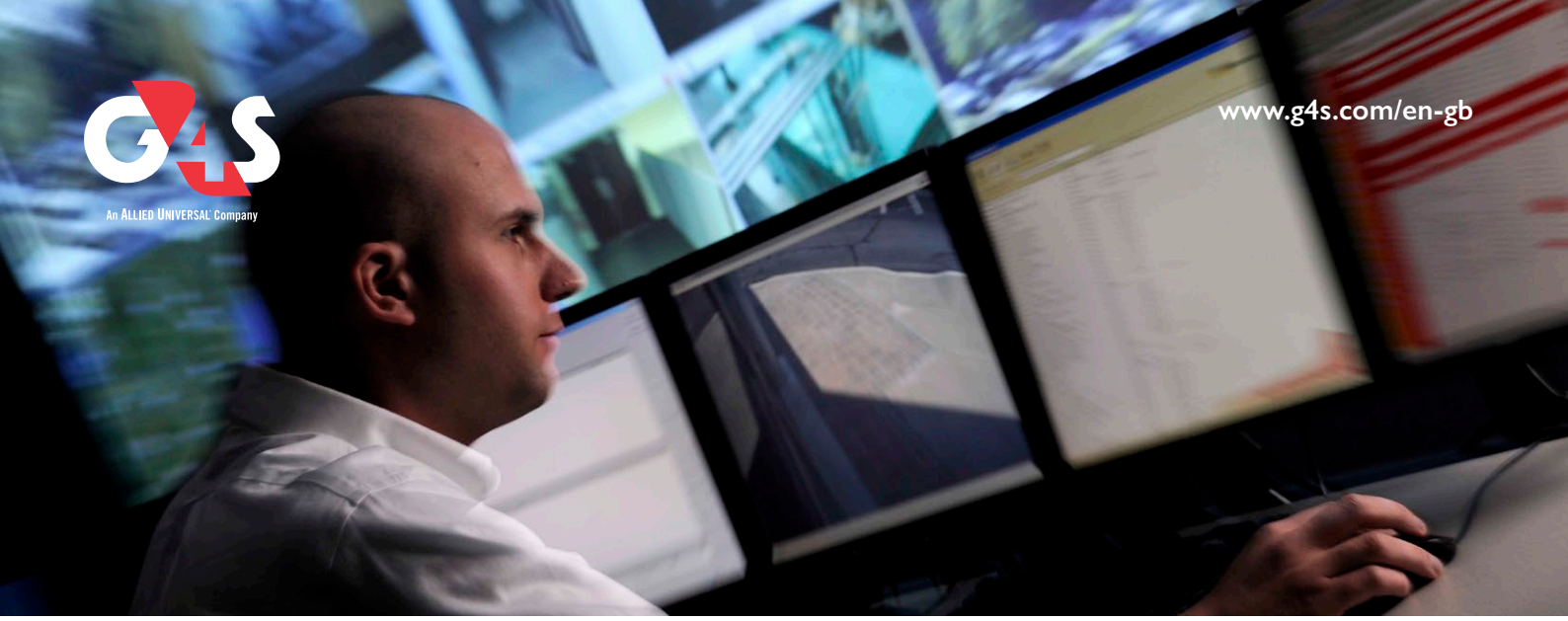
Each event is overseen by the remote operator and seen through to successful conclusion.

G4S also monitor and react to all service Issues. Where a response is required, G4S coordinate fully authorised, trained and security vetted engineers ensuring the various systems are always operational.

## Transition Planning & Project Management

G4S innovatively worked to create the lowest risk transition plan that enabled full continuity of service. Key milestones included:-

- **Control Room Set Up** - this involved the creation of a dedicated control room within our Security Operations Centre, including wall mounted screens to monitor work queues and provide overall estate situational awareness.
- **Secure Network Architecture** - A secure MPLS network connection was created between the customers sites and the Security Operations Centre to ensure an appropriate level of data encryption was in place and traffic is fully segmented from other systems and networks.
- **Training** - to ensure all staff members were familiar with the software and operating procedures, G4S provided comprehensive training for all staff.
- **Account Management** - G4S appointed an Account Manager to oversee the transition and assume overall responsibility for the delivery of the services.
- **Process Testing** - G4S tested every process, step by step, to ensure clarity.



## Why G4S?

The principal reasons for choosing G4S included:-

- **Early Engagement** - G4S invested in a full evaluation of the current service and targeted end state and produced a detailed roadmap which provided confidence in our understanding of the requirements and our ability to deliver the end solution.
- **Risk Based Approach** - Our approach was tailored to the client's unique risk profile, providing them with a service that continues to be resilient, future-proof, and fit for purpose, while also innovating throughout the life of the contract.
- **A Trusted Partner** - An integrated approach with G4S meant that we utilised our vast knowledge and experience of running our own in-house Cat2 NSI accredited Alarm Receiving Centre (ARC) with full redundancy on premises fully mirrored in our full DR site, coupled with full national UK field service delivery.
- **Operational Procedures** - The client took confidence in the experienced and detailed approach to documenting the working processes and procedures.
- **A Dedicated Team** - The client appreciated that G4S committed to creating a specific team dedicated to the monitoring of their services.
- **Resilient Monitoring** - The client appreciated the highly accredited G4S Security Operations Centre and particularly welcomed the inbuilt resilience through a twinned disaster recovery centre which provided confidence in G4S ability to deliver a continuous service.
- **Consolidation of Services** - With G4S providing a turn-key solution across multiple services, including service, maintenance, monitoring and response, with a single dedicated Account Manager it ensures a continuity of service, forward planning and best practice providing increased service levels and value.
- **Provider of Choice to Critical Infrastructure** - G4S reputation and client base across critical infrastructure and utilities made G4S a natural fit for this project.

## Are you considering monitoring your sites?

For more information about our enterprise monitoring services or to discuss your requirements with one of our experts, please visit our website [here](#)