



## ▶ G4S CHOSE PRECOM

For increased quality, efficiency and security

## FULL CONTROL WITH PRECOM

Due to increased international competition, G4S wanted to improve its services. So the company searched for a common mobility platform in the hope of reducing manual work and assuming full control of work processes.

The choice fell on PreCom, which resulted in 20% less manual work, 15% greater efficiency in the guards' work and 15% greater efficiency in the vehicle fleet.

### The world's largest security company

G4S is the world's largest security company, with over 657,000 employees and operations in 125 countries. The company specializes in evaluating risks and developing secure solutions within segments where security and safety risks are considered a strategic threat. G4S services include manned security services, security systems and cash management.

### Increased competition required higher quality and greater efficiency

G4S experienced increased competition, both on the national and international level. The company therefore wanted to increase the quality of its services, introduce tools to improve the efficiency of its mobile staff and reduce manual office work. The security of mobile security guards and armored vehicles also needed improvement.



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The company also realized the strategic importance of having a mobility solution and a mobile approach that supports the rapid development of new functionality. Such a solution makes it possible for the business to evolve, respond to new customer requirements and ensure that deliveries correspond to customer requirements.

"PreCom has made our work more efficient, both in the office and in the field. The mobile system has also enabled our security guards to report incidents and actions to our customers in real time, which forms the basis for excellent long-term customer relations."

- Marcus Lindholm, IT Manager Maintenance

### Why did G4S choose PreCom as its mobility solution?

G4S was looking for a common mobility platform that would work in all countries and that could handle many different backend systems. The solution must also be capable of handling the various elements, roles and requirements of the security business: high security transports and cash management, service technicians, patrol guards, response guards, receptionists, manned security, dispatches, workplace and personal protection,



high risk operations, work flows, reporting, instructions, work orders, coordinating and updating. The PreCom platform from PocketMobile was the obvious choice, in combination with PocketMobile's extensive and profound experience within the security and surveillance sectors. PreCom fulfilled all the requirements. It is simple and effortlessly adapted according to both specific and unspecific customer requirements, and conforms easily to new technology and business conditions.

### **PreCom meets various users high requirements on user friendliness, flexibility and security**

G4S' primary goal for the introduction of the PreCom-based mobility solution was to minimize manual labor and take full control of work processes, both in the field and in the office. This was achieved with a number of different functions and modules that let security guards open electronic locks, respond to calls for action, patrol and type up various reports in real time.

All mobile security guards and armored vehicles are now equipped with portable terminals that have features such as mobile work orders, digital signatures, electronic keys, scanners/RFID, automatic personal alarms, GPS with navigation support and Push 2 talk. This solution guarantees the business' high security requirements, such as offline availability.

The PreCom solution is not only used in the field, but also by central dispatch, workforce management, internal security and other non-mobile workers. By using PreCom, the office users can position and 'track & trace' all mobile security guards and vehicles; distribute new assignments to the mobile workers automatically; receive images from locations where an alarm is set off; receive reports from mobile workers; use advanced route planning and optimization; and geofencing for armored vehicles. This makes planning easier and uses all resources efficiently, while enhancing security.

### **Results**

In connection to the implementation of PreCom, the handheld units were replaced by modern, consolidated PDAs that incorporated features such as walkie-talkies, GPS, telephones and bar code readers. This means one tool is used for all features, eliminating the need to keep track of separate tools – an advantage that is appreciated by the users.

Following the introduction of PreCom, the efficiency of the security guards improved by 15%, manual work declined by 20% and vehicles are used with 15% greater efficiency. In turn, this has made the personnel safer and increased service quality.

### **ABOUT POCKETMOBILE**

PocketMobile is Europe's leading supplier of mobility solutions for companies with field personnel. Our target groups are companies active within postal services & logistics, security & surveillance, and field services.

Our solution, PreCom, is a scalable mobility platform that is optimized to fit our customer's business procedures, but still based on a standard system. PreCom was built for complex, business-critical procedures with high requirements for adaptability, usability and integration with a variety of ERP and support systems. Every day, we provide a large number of businesses and over 100,000 users with a powerful mobile tool that simplifies work procedures, reduces administration and boosts productivity.

Our reference customers include global companies such as Schenker, G4S, DHL, Polygon, DSB, DSV and EITel. Founded in 2000, PocketMobile has its head office in Stockholm, Sweden, a development center in Sri Lanka, and an international network of implementation partners.

Read more: [www.pocketmobile.eu](http://www.pocketmobile.eu)

### **DO YOU WANT TO KNOW MORE?**

If you have questions or want to know more about what we and PreCom can do for you, contact us:

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