

The Keyholding Company

London Mobile Security Services Provider Deploys Emergency Response Technology from Verint

The Customer

The Keyholding Company is a leading provider of mobile security services for both commercial and residential clients. Headquartered in London, the company's services include alarm response, vacant property checks, mobile patrols, and locks and unlocks. Keyholding's overall goals are "working together to help our clients feel safe and secure, night and day". It strives to meet this goal through strategic partnerships with public entities and private businesses, as well as innovative technology and service providers.

The Keyholding Company has worked diligently to build strong relationships with the Metropolitan Police Service and was an early participant in the Police and Security (PAS) project. This nationwide effort is designed to bring police and private security together to work collaboratively and increase communication. It also streamlines communication between the two groups and ensures private security contacts the right individuals within the police when an incident occurs.

In 2016, Keyholding spearheaded the development of the Safer Support Team, a proactive patrol team and intelligence network dedicated to helping prevent violent crimes on Bond Street and the surrounding area. The idea is to help build stronger private-public partnerships to better protect staff, property, and goods in target geographic areas. The team works closely with area law enforcement and first responders to augment existing efforts and share intelligence with these groups to enhance response. The program is funded, resourced, and run by The Keyholding Company as a contribution to the community.

The Problem

"Smash and grabs" have plagued London's Bond Street area, which is known throughout the world for its wealth of elegant stores, exclusive brands, designer fashion, luxury goods, and fine jewels. In these incidents, bike-mounted assailants ram into glass windows and doors to steal high-value items before making a quick exit. A recent attack on a London jeweler seized £20,000 of goods earlier this year. Metropolitan Police Service have made significant efforts to increase patrols and arrests in the area, which has contributed to a decline in the number of assaults, both bike-mounted and on-foot. But at the same time, the value of stolen goods has risen by 12 percent, which indicates a trend of increasingly sophisticated criminals and theft plans. One on-foot robbery on a premium watch retailer collected nearly £400,000 of goods.

The most significant challenge in reducing these thefts is information sharing among private businesses and law enforcement. "The Safer Support Team is more than just a patrol group; it enables the rapid exchange of relevant information in the community, be it real-time video footage, images, or reports of suspicious activity or incidents," says Michael Gilgallon, Project Manager, The Keyholding Company.

The Safer Support Team brings additional personnel to monitor the area, acting as a visual deterrent, gathering and sharing intelligence to report incidents and respond rapidly. The patrol team is highly trained and familiar with police procedures to aid in the reduction of these security events while ensuring the safety of retail employees, customers, and area guests.



Customer

The Keyholding Company



Project

Safer Support Team



Goal

- To mitigate opportunity for theft in retail locations



Solutions

- Verint Dispatch Manager
- Verint Mobile Reporter



During the initial pilot program, the Metropolitan Police Service Service was able to identify and track would-be offenders, thanks to intelligence delivered by the Safer Support Team.

The Solution

“To facilitate the exchange of information among multiple agencies, The Keyholding Company deployed intelligent communication and emergency response technology from Verint. Verint Dispatch Manager and Verint Mobile Reporter, part of the Verint Situational Awareness Platform solutions portfolio, are used by leading organizations around the globe to mitigate risk and enhance situational awareness. Verint Dispatch Manager incorporates emergency dispatch, helping reduce emergency response time, while improving end-to-end communications throughout an incident, creating safer environments and optimizing event management. Verint Mobile Reporter helps businesses, agencies, and local citizens share information directly from their smart devices, allowing multi-dimensional response and communication.

Verint Dispatch Manager unifies disparate command center technologies and security staff by fusing critical data input from emergency calls and responder activity to drive pinpoint response and enhance situational awareness. Dispatchers and responders combine live and historical event data with GIS maps, responder positions, reporter inputs, and new sources, such as weather, social media, cyber security, public safety databases, and much more. This complete picture builds stronger insights that help make responses more effective and efficient.

Verint Dispatch Manager can also coordinate directly with field responders and empowered citizens with the deployment of Verint Mobile Reporter. With Verint Mobile Reporter, a patrol officer’s location and status are correlated with other situational data inputs. Dispatchers receive updates to a guard’s geographic area, which is regularly updated on a map to keep dispatchers informed of whereabouts and response actions.

In addition to Verint Dispatch Manager and Verint Mobile Reporters, the Safer Support Team leverages data from 360-degree and IP surveillance cameras to increase awareness of the area. “The video from our video network has proved to be compelling evidence,” says Abi Shuttleworth, Chief Strategy Officer, The Keyholding Company “We’ve been able to successfully recover forensic material of events to prosecute criminals and prevent future smash and grabs.”

Being able to live stream video via the Verint mobile application is particularly valuable, Gilgallon notes. “The ability to access video on the go is very beneficial because it provides more data to our operatives in the field,” he says. “But the application had to be easy to use and operate, and the Verint app is very intuitive and discreet.”

The Results

The Safer Support Team project has demonstrated significant success since its inception. Police have used evidence captured by the team to make arrests, and the increase in patrols has served as a deterrent. Overall, the initiative has helped reduce crime and make the Bond Street area a safer place to visit.

The Keyholding Company notes that the Verint team played a significant role in the development of this project. “This is pro-bono service and a corporate and social responsibility initiative,” says Abi Shuttleworth, Chief Strategy Officer, The Keyholding Company. “Verint is a true partner in the development of our vision and shared our focus on community involvement. We can’t thank Verint enough for their efforts in helping make this project a reality.

“We believe that we can deliver smarter solutions through technology and collaboration,” says Shuttleworth. “The Safer Support Team is a perfect example of how we can work together with Verint to achieve our goals and make this area safer while reducing loss.”

Shuttleworth hopes the Safer Support Team will expand in the future and seeks to bring more of its success stories to light. “We believe this is a model that can be rolled out further and we are working to achieve that goal. We are still in the early stages, but we have some great ideas and look forward to collaborating with our partners, like Verint and the Metropolitan Police Service, to bring these ideas to fruition.”

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