Customers love the new SmartTask system and the reports that we provide. It brings to life the service they receive, which they can now see in real time. That's a massive communication and service delivery improvement.

Russell Doyle
Head of National Operations at Kestrel Guards.

About SmartTask

With 20+ years experience, SmartTask has a strong track record of creating leading-edge, UK developed, supported and focused, mobile workforce solutions designed specifically for the Security industry.

The company has ISO27001 accreditation and is a Certified Carbon Neutral business. Based in Buckinghamshire.

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Kestrel Guards Deploys SmartTask For Enhanced Security Services At Tate St Ives

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Kestrel Guards Deploys SmartTask For Enhanced Security Services At Tate St Ives

SmartTask Mobile Patrols and Alarm Response apps help leading security company in South West England consistently meet SLAs and ensure officer welfare

- **Round the clock real-time information on operations ensures officer welfare**
- **Reduced admin and faster response on alarm callouts**
- **Detailed patrol information supports audit requirements**
- **Comprehensive reports demonstrate services provided against SLAs**
- **Accountability and visibility of service helps win new business**

Kestrel Guards is a family-owned security provider operating across the South of England since 1988. The company's services include Guarding, Mobile Patrols, Key Holding, Alarm Response, Unlock & Lock services and Electronic Security Systems. With successful expansion over the years, it is now one of the largest security companies in the area, with a gross turnover today of over £13 million and offices in Cornwall, Devon, Dorset and Hampshire.

The company has continually invested in technology to support this growth. As well as being an SIA Approved Contractor and a member of the International Professional Security Association (IPSA), it has achieved many accreditations including ISO 9001, Cyber Essentials Plus and is an Investor in People.

Technology Investment Supports Growth

Kestrel has worked with SmartTask since 2016, adopting SmartTask workforce management software to support its full range of services. It has deployed features including Employee Scheduling, Check Calls, Alerts, Static Patrol Monitoring and Reporting, and most recently adding SmartTask's Mobile Operations and Alarm Response solutions.

Since implementing **SmartTask's Mobile Patrols app, Kestrel has benefited from significant operational efficiencies** as well as increased real-time visibility of its services, both factors helping it to win new business. Detailing the benefits and use of SmartTask software in its tender document recently assisted Kestrel in securing the Security Guarding contract at Tate St Ives, one of the most important and prestigious art galleries in the UK.

Ensuring The Safety And Welfare Of Officers

Kestrel is currently using the SmartTask app for around 100 security officers that conduct checks on static customer sites. The Control team has a complete view of where officers are at any time and can send requests to officers for checks on particular areas. This enables inspections to be made, with outstanding issues followed up or flagged to clients immediately. It also ensures the welfare of the officers, particularly at night or at remote or even busy locations.

About the Tate St Ives

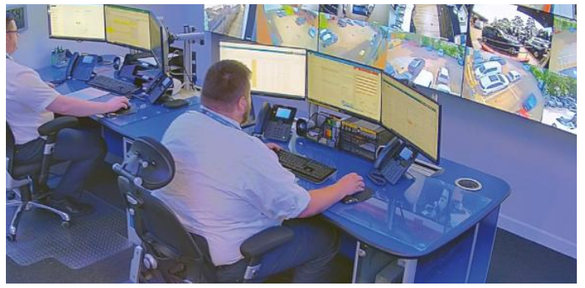
St Ives being a small Cornish town may seem an unlikely site for one of the most important art galleries in the UK. However, its artistic connections data back to Victorian times when numerous artists came to paint, attracted by its special quality of light. Artists associated with the town include Barbara Hepworth, Naum Gabo, Alfred Wallis and Mark Rothko. Tate took over the Barbara Hepworth Museum and Sculpture Garden in 1980, and then opened a new gallery in 1993 which was refurbished in 2017 and now stands in all its beauty on the Cornish coastline.

Supporting Tenders To Win New Business

This visibility of staff was a key factor in winning the contract from Hampshire County Council, with mobile patrol officers working across 2000 different sites, including museums, office and leisure facilities. In addition, for the contract with Tate St Ives, Kestrel's focus and commitment to ensuring the welfare of the security officers was integral to its service proposal.

"As part of our tender submission and presentation we demonstrated how the use of SmartTask by our Control Room and local Management Team would enhance and ensure effective and efficient service delivery to the Tate," says **Russell Doyle, Head of National Operations at Kestrel Guards.**

"The welfare and happiness of the security team is paramount. We demonstrated the kind of reporting visibility customers would have and the safety net that we would provide the security team with who would be transferred to us under TUPE. We could provide assurance to the Tate Directors of staff well-being around the clock with our Southampton control team. They can view in real time the security officers conducting a patrol around the Tate in St Ives more than 350 miles away."



Increased Visibility For Operations Team Delivers Service Excellence

One of the main benefits of using the SmartTask app is the instant information that the central operations team in Southampton has of the officers out on patrol. Previously the team was reliant on reviewing and reporting on scanned point data collected from sites after the night (and day) patrols had been conducted.

This meant a more disjointed approach to the service - any issues, whether operational or attendance and performance, would only be picked up in retrospect for action. Now with site assignments and notes sent and received via the app in real-time, updated information is recorded in one place and is readily to hand for SLA reports and invoices.

Reduced Admin And Faster Response On Alarm Callouts

As well as Static Guarding and Mobile Patrols, Kestrel is using the SmartTask Alarm Response app to manage alarm call outs, a key part of the services that it offers. This has significantly reduced the time taken to handle alarm responses for both the control team and the individual officers.

Currently Kestrel has 35 response officers using the SmartTask Mobile Patrols app, attending over 700 alarm response calls per month. Prior to using the app, each call out would have required at least four phone calls (a call to the officer, booking on and off and an update back to the control room on the site check). This total of an average of nearly 3000 calls per month is now completely replaced with the app, which also provides a full electronic record of all call outs, with times and dates, used for audits and proof of service delivery.

Detailed Reports Delight Customers

For Kestrel using SmartTask software to manage its daily operations is key for monitoring and reporting on the delivery of both its static and mobile security services provision. With every patrol and site check recorded electronically and in real-time, Kestrel's management team has the latest information to report back to clients. Officers can capture specific site requests with photos which are uploaded, providing an immediate visual check of the location, along with details – whether an update on fire equipment, a broken or faulty lock or damaged security door or gate. As Russell concludes;

> *"Customers love the new SmartTask system and the reports that we provide. It brings to life the service they receive, which they can now see in real time. That's a massive communication and service delivery improvement.*
> *This has resulted in securing one of the most prestigious security contracts in the West Country and is a testament to the excellent efforts of all our staff, supported by the SmartTask system, who provide our services and make Kestrel a first-rate choice."*

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