

# Creating Value through People, Process and Technology



**atec**<sup>™</sup>  
FIRE & SECURITY

# Introducing ATEC

ATEC Security is a specialist in the security of critical infrastructure, public space and multi-site commercial operations.

ATEC delivers tailored, long-life solutions through which it creates value and measurable business benefits.

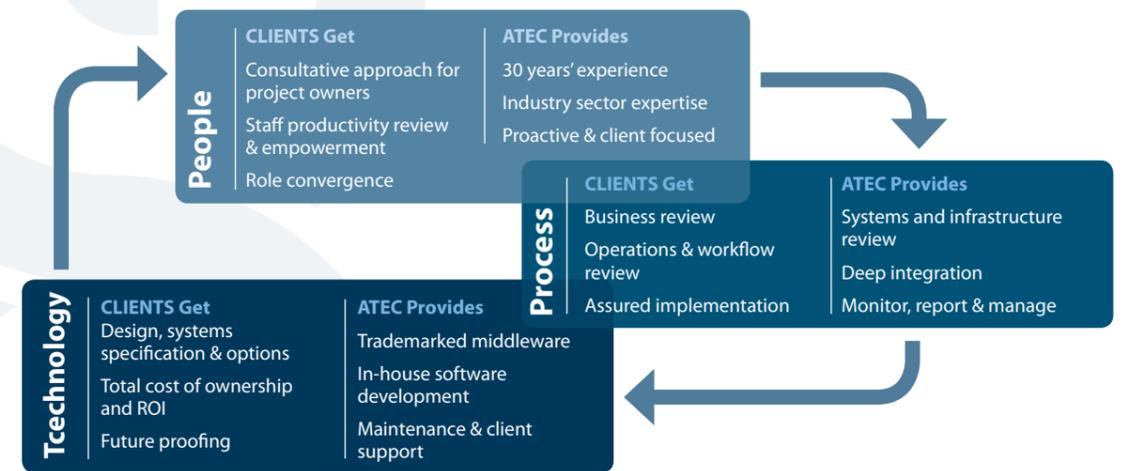
ATEC excels at project life-cycle management: from first meeting and specification, through to the live project and support, we ensure that we understand all customer and project requirements and execute every facet of the work with precision.



## Fundamental changes in security provision: people, process and technology

ATEC improves on typical, historical security project planning that designs-to-instruction by adding several stages in its initial consulting phase to first of all review threats, vulnerabilities and risks, and to understand the client environment in detail. Pre-project analysis, at no additional cost, enables ATEC to develop operational requirements and identify value creation opportunities.

ATEC applies thirty years' experience and wide industry knowledge to help management teams and their staff to support business processes and extract maximum value and performance from technology investments.

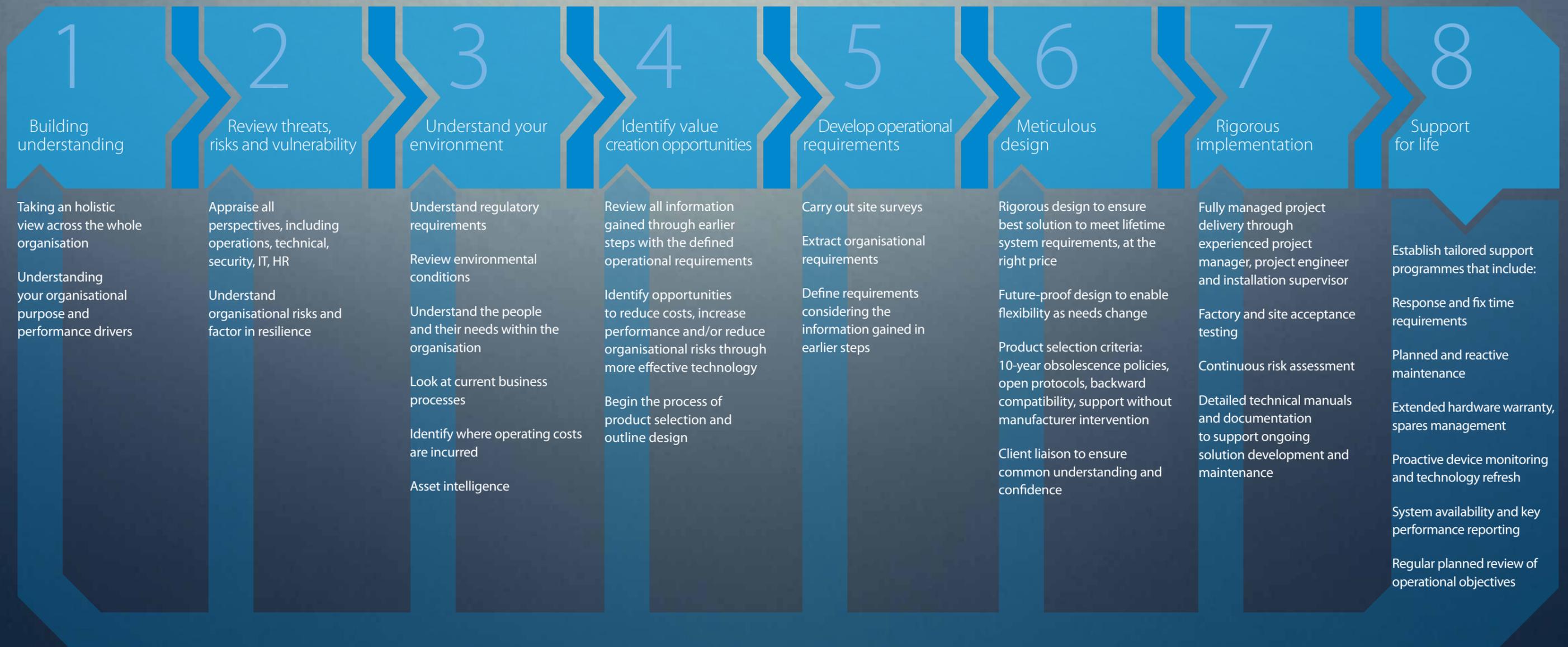




# The ATEC difference Total Communication

From concept to deployment and support for life

The ATEC '8 step plan' creates value for clients by taking a consultative approach to security and reducing total cost of ownership by investing in innovation, R&D, design and careful product selection.



## Support for life: process and intelligence

Just as ATEC has developed an innovative approach to project development, so it has reviewed the typical provision of maintenance, service and support in the security and facilities management sectors. ATEC has developed an approach that creates value for customers through reliable processes with intelligent reporting.

Assured systems maintenance, uptime and proper performance are required to avoid risks to people, businesses and national interests. There can also be significant costs and operational frustration associated with inefficient maintenance, faults and downtime. That's why ATEC has developed systems that track and measure every aspect of our service automatically, which we share with customers in a uniquely transparent way.

## Emphasis on support: people and operations

ATEC considers routine maintenance and responsive repair or replacement as simply the base requirements – the givens – of a competent support programme.

Our support is proactive so we can help clients by responding rapidly or anticipate events so that we can take ownership of issues.

For ATEC, support extends to understanding client business objectives, its people and processes, in order to support their internal team with advice, expertise and comprehensive reporting, as well as rapid response to faults.

*As much design goes into ATEC's planning of service contracts to tailor support to the needs of client businesses as it does into the initial phases of a project.*



## The ATEC support difference

ATEC's support service is continually improving and the principles behind it are consistently applied, which results in a support and maintenance service that is truly different.

### **Full transparency**

Our customers have direct access to system data at any time through our extensive web portal, so the quality of service is obvious to all. Regular reviews ensure that successes are celebrated and we learn from any failures.

### **Real-Time measurement**

We record every aspect of the service automatically in real-time, from 'time to attend' and 'time to fix' to system availability. Mobile devices integrate with our web-based case management system.

### **Adaptability**

ATEC invests continually in upgrading, adapting and developing our technology to improve our service and meet the needs of customers.

### **Efficiency**

We improve the efficiency of our service continually, such as scheduling visits to minimise travel time and a strategic analysis of spares to promote fixes on first visit.

### **Responsibility**

Our customers are busy people. We take full responsibility for our service delivery to leave them free to re-invest time previously spent managing contractors.

### **Communication**

Busy people want appropriate and timely communication from their maintenance provider. ATEC provides concise information through a web portal that allows customers to run their own reports, a helpdesk with ATEC staff available 24/7, and regular meetings with detailed reports on compliance, availability and fault analysis.

### **Availability**

ATEC recognised that the value in a support service comes from system availability and led the industry in automatic measurement and reporting back in 2008. While the rest of the industry focused on 4-hour response, ATEC prioritised 'fix on first visit' through intelligent spares programmes. Other measures include automatic notifications to fix faults before customers notice they have occurred.

### **Continuous improvement**

ATEC works with customers to improve their systems continually, as requirements change. Aspects such as resilience, space and power use, performance and disaster recovery are considered. Customers have access to ATEC's Technical Services team to take them from concept to full system design without charge or obligation.



Selected clients



See (and hear) what our customers have to say. Scan the QR code and see our YouTube video.



Protecting people, assets and critical infrastructure

30 years of successful client partner relations

## Eyewitness viewpoints ATEC customers on the ATEC difference

*"Through the excellent solution design and implementation skills of ATEC, the back-tracking project was a complete success and BHX was able to release 9 staff back to core duties."*

Chris Wilson, Control Centre Manager  
**Birmingham Airport**

*"ATEC upgraded our Area 9 depot security works and gates ahead of schedule, to a very high standard and with minimum disruption. We now have reduced on-site personnel and a centralised CCTV and video management system across all sites."*

Doug Cooper, Area Manager  
**AMEY**

*"We have contracted ATEC Security for twelve consecutive years for the maintenance of the Crime and Disorder CCTV cameras and control room, as well as the installation and integration of cameras and equipment across the City. They have continued to provide a first class service with monthly reports."*

Rob Saunders, Supplier Relationship Manager,  
**Westminster City Council**

*"Their focus on us, the client, and attention to detail continued throughout the implementation phase resulting in a smooth planned transition from the old system. Following the upgrade there has been a transformation in our CCTV capability which is reflected in the view of our stakeholders."*

Jason Bamforth, ICT Director,  
**London City Airport**

## Comprehensive technology

- PSIM & Security Management
- Security Networks
- CCTV and Megapixel Surveillance
- Intelligent Video Analytics
- Fire Detection and Suppression
- Facial Recognition
- Thermal Imaging
- Identity /Access Management
- Physical Security
- Perimeter Protection
- Intruder Detection
- Business Intelligence



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ATEC are finalists for the Customer Care Initiative 2015



Security Installer of the Year  
2005 2008  
2009 2010  
2011



Systems Integrator of the Year  
2013  
2014

