CASE STUDY | National Nonprofit Organization

How one organization centralized their monitoring to drive efficiencies and increased cost savings.

Background

When a national, non-profit organization that owns and manages over 3,000 proprietary facilities for 16 million members in the U.S. and Canada needed a security monitoring solution, they knew to call Bold Group.

Problem

Prior to 2008, the organization didn't have a centralized system or internal monitoring team to manage security. As a result, there was a lack of consistency, accountability and documentation around the way each facility handled security. Protection, security systems and processes varied from facility to facility, leaving many buildings at risk and resulting in fires, burglaries and other losses. As the membership grew, the organization's leadership team began to employ their own security team and recognized that they needed an easy-to-use, cost-effective, centralized monitoring system and program that could consistently protect their facilities from burglaries, fires and other losses.

Manitou®

Solution

The organization now employs a central station manager in charge of a team that monitors the security of all their facilities. He says the organization explored several solutions to help improve efficiencies and automate processes and chose the Bold Group's Manitou alarm monitoring software solution for a variety of reasons. First, the organization's security team was able to easily customize Manitou to fit several different needs. For example, the team could develop a variety of approaches to monitor different types of facilities – from office buildings to humanitarian facilities – and assess the different risk profiles of each. They could then create a workflow that was easy for their security team of operators – who had vastly different capabilities and experience – to quickly understand and operate. "[Manitou] makes that workflow for the operators so simple that almost anyone one can do it," said the central station manager. Over time, the organization changed the processes regarding how they monitor their facilities and found that Manitou easily adapts to different approaches needed within the vast operation. The nonprofit organization has been very impressed with Bold Group's customer service. According to the central station manager, "Since the beginning, Bold has been great as far as support, customer service, and communication with us."

Results/Outcomes

From a security perspective, using Manitou allowed the organization to prevent significantly more fires and intrusions damage, ultimately providing more safety and security. Based on this reduction in damage and lower training costs, the organization saw a significant increase in cost savings as well. Finally, because the team had a more centralized system that provided consistent processes and workflow, the organization saw an increase in their security team's accountability, as well as more efficiency overall.

"Being able to solve a problem before it starts is a huge for a non-profit organization"

Central Station Manager

Bold Group has provided award-winning, trusted business solutions for the security industry for over three decades. Our core products, stages®, Manitou®, SIMS®, SedonaOffice®, and AlarmBiller®are the leading software choices for top security companies and dealers globally. To learn how to increase profitability and efficiency for your business with our full range of alarm monitoring, Security Intelligence, and integrated financial management solutions, call us or visit our website.

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