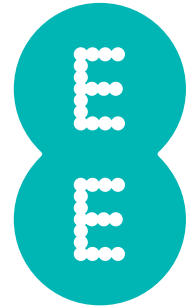


KINGS SECURITY SYSTEMS

EE FIELD LINK BOOSTS PRODUCTIVITY BY ONE EXTRA JOB PER ENGINEER PER DAY



Security company enables people to work smarter and sends service levels soaring by 30 per cent

Customer's challenge

Employing over 700 staff, Kings Security Systems is the largest independent UK security services provider. Around 40 per cent of that number are field-based service engineers attending to intruder alarms, CCTV systems, gates, access controls, and fire protection.

Previously, workforce management functions used an unreliable and inefficient mix of different providers' solutions. That hampered effective control over planning and job allocation.

"The key to driving up service levels is to get the right engineer, with the right skills and the right tools, and make sure they turn up on time. That wasn't always the case," says Steve Evans, Chief Operating Officer. "In addition, to making work scheduling smoother we wanted a scalable system, easy to adapt for business growth."

Our solution

After a strict selection process the company chose EE Field Link. Powered by Aeromark Optimatics technology, it provides a single platform for real-time job scheduling, integrated mobile workflows, vehicle tracking and seamless integration with engineers' devices.


The solution replaces legacy systems and runs over the 4GEE network, ensuring field engineers always stay connected to people, apps and data. Planners allocate work to the best-placed engineer, making more efficient use of their time while cutting carbon footprints. Seamless integration with subcontractor devices is another benefit.

Now, with improved insight into how engineering jobs are progressing, planners can manage the workforce more efficiently. They can see how many jobs are active and when they're closed, helping keep service level agreements on track.

"We had a similar system for dispatching calls electronically to the engineer's PDA, but Field Link has completely changed the way we work. We can now see outstanding jobs at the site, or within a radius, improving our planning and boosting efficiency. That assures excellent service to our customers," says Kerrell Cronly, Service Manager.

Costs and services are fully optimised

EE and Aeromark smart mobile technology has enabled the company to launch new processes and features, which were not previously possible with the old systems. "Since introducing Field Link into the service department, we've seen an increase of over one job, per day, per engineer – along with a 30 per cent improvement in service levels," adds Kerrell. "That's a result of working smarter, not longer."


 **Field Link will enable us to grow significantly with automated and streamlined processes that ensure our cost base and the service we offer to our customers are fully optimised.**²³

Steve Evans, Chief Operating Officer,
Kings Security Systems

4GEE at work case study

Within three months, Field Link has helped reduce expenditure, enabled quicker service delivery and increased the productivity of the service department by 20 per cent. It's also allowed Kings to replace over half-a-million paper records with electronic documents.

"Our investment in this new technology is an essential part of our strategic plan," says Steve Evans. "Field Link will enable us to grow significantly with automated and streamlined processes that optimise our cost base and the service we offer our customers."

 **EE and Aeromark have unique technology and an agile approach, which not only delivered in the agreed timescales and costs but also produced results that exceeded our expectations. That's almost unheard of with large IT projects.**

Anthony King, Chief Executive Officer,
Kings Security Systems

Kings Security Systems are also benefiting from improved feedback. At the end of each job the engineer shares their device and invites the customer to complete an online questionnaire.

The system's success is seeing it rolled out to all other divisions across the business. Anthony King, Chief Executive Officer, sums up: "EE and Aeromark have unique technology and an agile approach, which not only delivered in agreed timescales and costs but also produced results exceeding our expectations. That's almost unheard of with large IT projects."

Get in touch

To see more examples of how 4GEE can transform your business visit: <https://ee.co.uk/4geeatwork>

To learn more about Kings Security Systems, go to: <http://www.kingsltd.co.uk>

Follow EE on [LinkedIn](#)

Alternatively request a call-back at: <https://ee.co.uk/business/large/call-me-back>,

or for more information please phone **0800 079 0876**

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The services described in this publication are subject to availability and may be modified from time to time. EE 4G coverage available to over 90 per cent of the UK population and growing – see www.ee.co.uk/coverage for details. Fastest overall network: Mobile only. Based on RootMetrics RootScore® Reports on data speeds of four mobile networks as an average across 3G and 4G in 16 UK large urban zones, Jan-Oct 2013. The RootMetrics award is not an endorsement of EE. Visit rootmetrics.co.uk for details. Biggest network: Mobile only. Services and equipment are provided subject to EE standard terms and conditions – see ee.co.uk/business/terms for details. Nothing in this publication forms or implies any part of any contract.

