

Security



mkone clothing stores

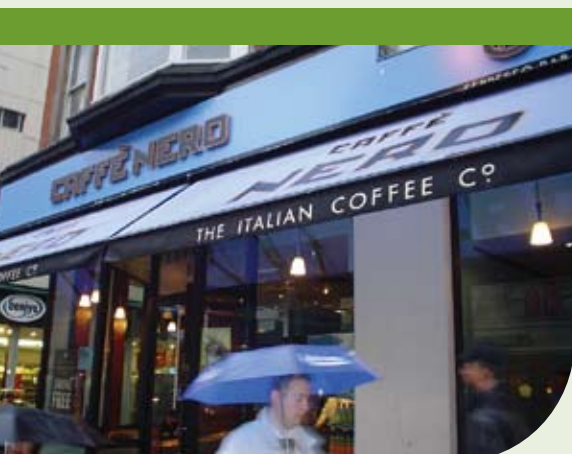
Fashioning a security solution

mkone is a leading fashion retailer with over 200 sites throughout the UK. When the company reassessed its security needs it turned to First Choice Facilities (FCF) which was already maintaining the fire extinguishers on all the company premises.

FCF has successively won the tenders for fire alarms, emergency lighting, PAT testing, hard-wire testing, sprinkler call-outs and now intruder alarms and access control.

As each product came up for tender, FCF won the business on the basis of its reputation for combining quality of service with value for money.

“We have developed a very close working relationship with FCF”, says Chris Swaby, Maintenance Manager for mkone. “And we have always found them to be a very professional and customer centric organisation whose service standards are second to none”.



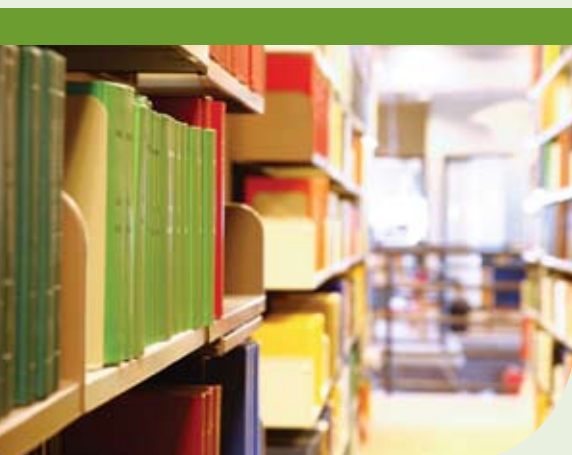
Caffé Nero

New standards percolate through for coffee experts

Making sure that the Police respond to an alert in the way you'd expect is an important part of peace of mind for most maintenance managers. When coffee bar chain Caffé Nero experienced problems with Police response on 40 sites, it turned to FCF for help in upgrading its equipment to meet the necessary specifications.

FCF was already providing a service for the fire alarms and fire extinguishers on over 200 sites, as well as portable appliance testing.

“We needed to upgrade our panels on the affected sites to EU compliance DD243”, says Richard Mitchell, Maintenance Manager for Caffé Nero. “FCF sent in its expert to review our requirements and presented us with the most cost effective solution with a guarantee that service levels would be second to none. As a customer-focussed operation ourselves, we have not been disappointed in our choice of service provider”.



Herefordshire Council

Learning the lessons of the past for school's security

FCF acquired the Herefordshire County Council contract for the installation and maintenance of intruder alarms via one of their many acquisition programmes.

FCF takes special care when new customers are acquired mid-way through a contract in this way. In this case, Herefordshire Council was able to continue to deal with the same account manager which provided them with reassurance that the quality of service would not decrease in any way.

Since then, not only has the existing contract been renewed, but FCF has also been selected to provide installation and call out services for CCTV in over 200 schools and libraries throughout the county.

“Although FCF guaranteed to exceed current service levels”, says Brian Permberton, Maintenance Manager at Herefordshire Council, “we were slightly concerned that we might fall prey to the types of service levels the fire and security industry are renowned for. However, we could not have been more wrong. FCF has proved itself time and again.”