

THE EXCEPTIONAL, EVERY DAY.



mitie

SECURITY

DATA-DRIVEN SECURITY

THE POWER OF
BUSINESS INTELLIGENCE
SOFTWARE

THE RISE OF SECURITY TECHNOLOGY

Technology is already an integral part of any great security solution, regardless of sector. In the modern world, the influence and impact of technology is almost inescapable.

However, the pace of change is so rapid, that it can be easy to be left behind.

In security, without the best technology, you are open to more risk and less efficiency in delivering your solution, making it imperative that you have the best technology in place, to keep you one step ahead, enhance your solution and give you peace of mind that your people, assets and environments are safe.

Business intelligence software is one such technology that has grown in importance in recent years. Having a single view of business data enables security teams to identify and

act on any risks or threats to the business, implementing mitigation measures to minimise business impact.

Having siloed, disparate data means true aggregation and trend analysis is nearly impossible, and also means that security teams only have part of the overall picture.

To be truly effective, teams need visibility of data. They need software that can process it. They need technology to support.

HAVING SILOED, DISPARATE DATA MEANS TRUE AGGREGATION AND TREND ANALYSIS IS NEARLY IMPOSSIBLE, AND ALSO MEANS THAT SECURITY TEAMS ONLY HAVE PART OF THE OVERALL PICTURE.

THE IMPORTANCE OF INTEGRATION

A key part of any business intelligence software is its compatibility with your existing systems. Whether that is fire systems, CCTV, or operational systems, integrating with a range of sources, both internal and external, is essential in order to gather and analyse as much information as possible, and enable security teams to make the most informed decision.

Mitie's own proprietary business intelligence software, Merlin Protect 24/7, is constantly developing its integration capabilities, gathering data from dedicated Security Operations Centres (SOCs), frontline heroes, fire systems, CCTV systems, operational systems, third party software and systems in place with our partners and affiliations, such as the police.

Without a wide range of sources to pull from, teams are limited, as they only have access to

some of the information, meaning that decisions may not be as informed or as effective as possible.

Integration also works both ways. It is not just a necessity for gathering and analysing the most data possible, but more integrations also mean that a business intelligence software can feed into these other systems, for example, through Merlin Protect 24/7, security teams can collate information and create intelligent case files that can be sent directly to the police already populated in a format they can utilise.

...THROUGH **MERLIN PROTECT 24/7**, SECURITY TEAMS CAN **COLLATE** INFORMATION AND **CREATE** INTELLIGENT **CASE FILES** THAT CAN BE SENT **DIRECTLY TO THE POLICE** ALREADY POPULATED IN A **FORMAT THEY CAN UTILISE**.

MERLIN PROTECT 24/7
INTEGRATES WITH AN
EVER-GROWING NUMBER
OF SYSTEMS, CONSTANTLY
DEVELOPING TO MEET
CUSTOMER NEEDS

A HOME FOR ALL YOUR SECURITY DATA

With so many pieces of technology throughout every business, understanding them all can become unwieldy, and utilising them effectively can be a challenge.

However, integrating all systems into one central area for data enables teams to have a 'single pane of glass', managing the entire security solution from one base of information. By streamlining the process in this way, teams can become much more efficient, see the whole picture, and have a much simpler way of managing and analysing data.

Breaking data siloes ensures more accurate conclusions can be drawn, as all the relevant information and input can be assessed collectively. In addition, this collective approach to data enables for a more accurate and efficient audit process, as everything is logged in one system. In the Government sector, and similarly the Corporate sector, this is a vital tool from a

compliance perspective and makes the process much simpler. In the event of an incident, a 'single pane of glass' also ensures that all processes and procedures can be followed effectively and enables all decisions and actions to be logged for future audits and reviews.

Whether at a single site, or a complex organisation with multiple feeds from multiple sources across multiple sites, a powerful business intelligence system drives efficiency and is scalable to fit your size, providing a single home for all of your security data and empowering you to make effective, informed decisions.

MITIE'S **MERLIN PROTECT 24/7** SOFTWARE'S ABILITY TO PROVIDE A '**SINGLE PANE OF GLASS**' FOR SECURITY DATA WAS **VITAL IN SUPPORTING THE UK GOVERNMENT TESTING CENTRE PROGRAMME** IN RESPONSE TO THE **COVID-19 PANDEMIC**.

SIMPLIFYING SECURITY DATA MANAGEMENT FOR AON

THE CUSTOMER

AON, a leading global professional services company with over 50,000 colleagues in 120 countries.

THE CHALLENGE

Aon's Global Protection Services (GPS) team implemented the Merlin Protect 24/7 system when they moved into their new Global Headquarters in 2015 to provide a streamlined operational management tool for the newly created Security Services Team.

This team would provide a physical security presence in the London Aon Centre, while monitoring security operations throughout the UK and several additional offices throughout the EMEA region.

The GPS team required an enhanced method of recording daily occurrences, incidents and to manage the team's tasks. The solution needed to be accessible remotely and data be made available should it be required as evidence during investigation.

THE SOLUTION

Aon first implemented Merlin Protect 24/7 in 2015. The system fulfilled their needs and was a key part of how they planned to manage their security operations moving forward. Merlin Protect 24/7 has a wide range of functionality that has been adopted by Aon.

Tracking the various tasks generated by a geographically diverse real estate portfolio was one of the biggest challenges Aon needed to solve for the Security Services Team. Merlin Protect 24/7 enables consistent service delivery to the client across all teams by creating and tracking task completion, as detailed contractually by Aon's service level agreement. The data generated by these tasks is reviewed monthly as one of the team's key performance indicators.

Aon required a method of recording and monitoring daily occurrences; currently the team logs all operational tasks, security and medical incidents, fault management, and alarm monitoring and response in UK and EMEA. The data generated

by the recording of these functions creates another key performance indicator for the team. Additionally, the use of the Merlin Protect 24/7 reduces the risk of data tampering or loss presented using traditional paper Daily Occurrence Books or other editable software solutions.

Aon's strict internal policy and standard compliance required the creation and dissemination of several Standard Operating Procedures (SOPs) for the Security Services Team. Merlin Protect 24/7 was used as a tool to store and access these SOPs and with the addition of the Merlin app, the team were able to access these resources at any time and location whilst dealing with an incident or completing an assigned task.

Aon initially created workflows to support the Security Services team during a workplace violence incident; fortunately, this has never been required in a real event, but is currently used as a scenario training module during team exercises.

THE RESULTS

As a result of the effective implementation of the system, Aon are working to upgrade to the latest version of the software, Merlin 10. With the new system, Aon will benefit from an enhanced communications platform, ensuring tasks are communicated and tracked more effectively across the multiple teams and managers in Aon's Security Services Team. It will bring together various systems currently used for providing security metrics by being a single point entry system.

Plans are being developed to extend the use of Merlin Protect 24/7 to Aon's Security Champions in the UK and EMEA for data entry.

THE WIDER USE OF THE SYSTEM WILL CAPTURE MORE SECURITY OPERATIONS RELATED DATA GENERATING MORE ACCURATE METRICS, ALLOWING AON TO MORE ACCURATELY MANAGE ITS PHYSICAL SECURITY RISKS.

TECHNOLOGY ENABLED COLLABORATION

There is no doubt that technology, particularly through the COVID-19 pandemic, was an essential enabler of collaboration. As technology evolves, people, teams and businesses can share and work together better than ever before, breaking down geographic barriers and enabling quicker and sometimes more innovative solutions to be discovered.

Another outcome of the COVID-19 pandemic has been a shift in the willingness of business to collaborate with one another, to come together to solve common issues that impact the wider industry. This willingness to work together has opened the door for more effective security solutions to be introduced.

Through technology, teams and businesses are now able to collaborate and find solutions to their common risks and threats, providing greater insights and additional benefits to one another. One of the most effective examples of this, is the ability to 'geo-fence' incidents and inform other businesses in the local area.

Utilising a business intelligence software such as Merlin Protect 24/7, should an incident occur, once the data is logged it can be geo-fenced into a suitable area, and a notification sent to any other business utilising the software in the chosen area. This is particularly effective in built up locations, such as London, or geographies that share multiple businesses in similar industries, such as corporate offices, or retailers.

For example, should a corporate office in London be targeted by an urban explorer or protest group, using geo-fencing technology, other businesses within a specified area will also be notified of the incident, with any details available, empowering them to implement suitable mitigation measures to minimise the impact to their business.

SHARING DATA IN THIS WAY CREATES MORE COLLABORATIVE AND COHESIVE BUSINESS COMMUNITIES, AND ENABLES BUSINESSES TO BETTER PROTECT THEIR PEOPLE, ASSETS AND ENVIRONMENTS.



UTILISING MITIE'S MERLIN PROTECT 24/7 SOFTWARE, AON AND HMRC MAXIMISE THE GEO-FENCING FUNCTIONALITY TO ENSURE TEAMS CAN MAKE MORE INFORMED DECISIONS TO PROTECT THEIR LOCATIONS.

COMMUNICATION IS KEY

Having a system capable of so much data collation, aggregation and analysis is incredibly useful, however, without the tools to distribute this information, its impact would be severely limited.

THAT'S WHERE COMMUNICATION COMES IN.

Having in-built mass communications functionality, like Merlin Protect 24/7, enables teams to share relevant and timely information at the push of a button.

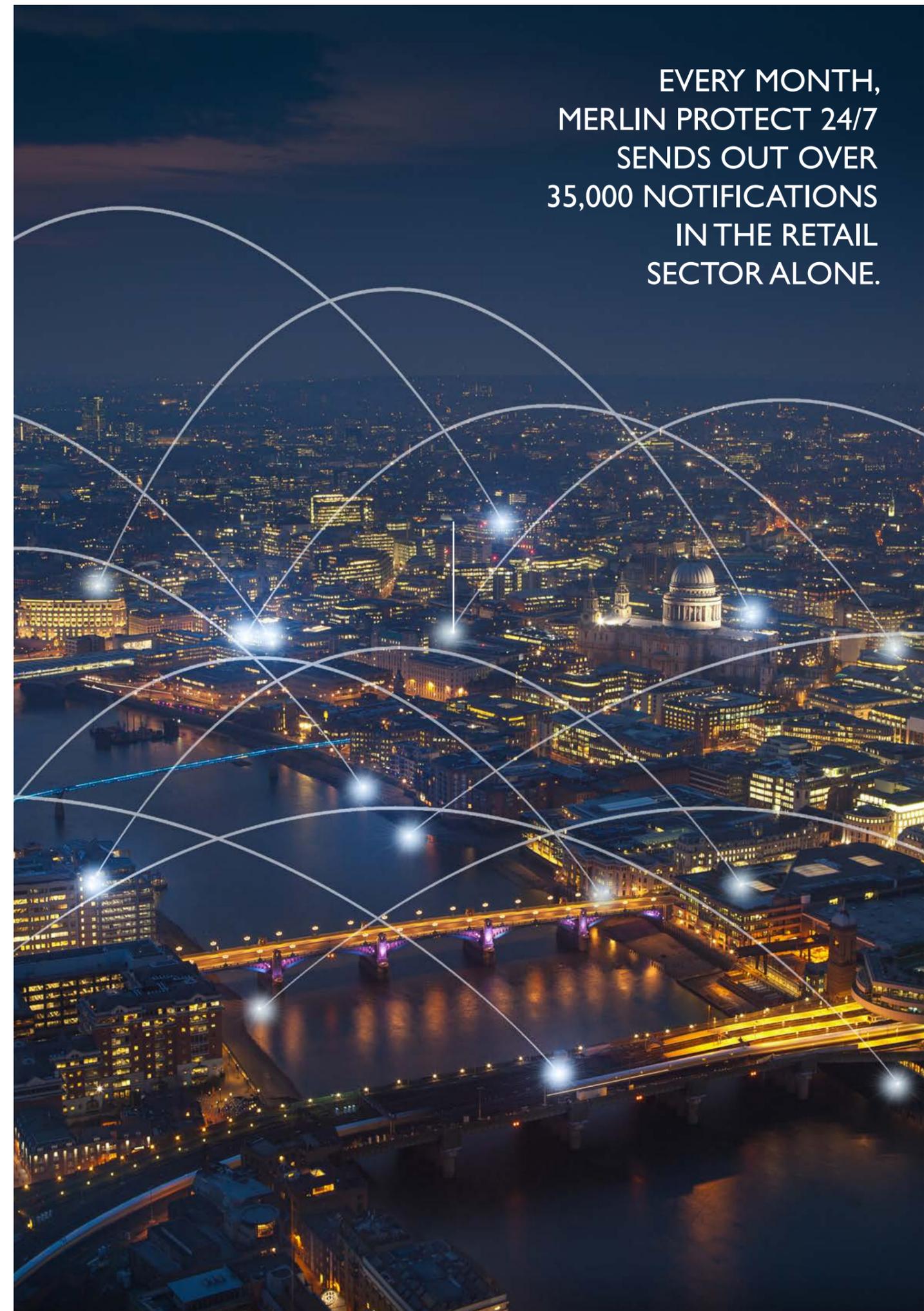
With the ability to segment users through their level or permissions, the system can be targeted in communicating, ensuring that the right people get the right message, driving efficiency and avoiding a 'white noise' effect where people become inundated with information that is not relevant to their role.

In the event of a major incident, such as a potential terrorist incident, having the ability to swiftly disseminate information to the right stakeholders is critical in ensuring a swift and appropriate response. A strong communications system also allows for real-time updates to empower critical individuals to make decisions 'on-the-go' as incidents unfold.

However, efficient communications is not just essential for urgent incidents. Delivering key information to the right people, all through one, integrated system, ensures everyone is empowered with the information they need to make informed decisions.

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EVERY MONTH,
MERLIN PROTECT 24/7
SENDS OUT OVER
35,000 NOTIFICATIONS
IN THE RETAIL
SECTOR ALONE.



UTILISING BIG DATA

Big data is a daunting prospect for many. With so much information, there is risk of overload.

But with the implementation of a robust software capable of managing large amounts of data, you can harness its power to drive your decision making and ensure your solution is always as optimised as possible.

By analysing and understanding big data, more informed decisions can be made around the utilisation of your resources and move teams from reactive models, to a more proactive management of security solutions, ensuring the right resource is in the right place, at the right time.

A system like Merlin Protect 24/7 is capable of processing millions of lines of data, aggregating and collating information from multiple sources into one, solitary system to give you all the information you could need in one place.

In the retail sector alone the system processes over 5 million lines of data every month.

Whilst this may seem intimidating, having the ability to understand and utilise big data can have significant impacts on your decision making, and ultimately help to improve your solution through evidence.

For one national retailer, through the analysis of big data, Merlin Protect 24/7 created risk profiles of every store location, along with projections for resources to manage the risk more effectively, helping them reduce costs by 6%.

Knowledge is power, and business intelligence software like Merlin Protect 24/7 has the ability to process big data quickly and efficiently, giving you more knowledge than ever before.

EVERY MONTH, MITIE'S MERLIN PROTECT 24/7 SOFTWARE PROCESSES OVER 5 MILLION LINES OF DATA JUST IN THE RETAIL SECTOR, INCLUDING LEADING GROCERY STORES, SHOPPING CENTRES SUCH AS WESTFIELD, AND LARGE NATIONAL RETAILERS INCLUDING IKEA

DELIVERING DATA-DRIVEN SECURITY

As threats and risks become more intelligent in there approach, so must the security solutions that stop them.

Becoming data-driven is a process and is not something that happens overnight, but to achieve a data-led approach, it is vital to have the right tools and technology in place.

HAVING BUSINESS INTELLIGENCE SOFTWARE LIKE MERLIN PROTECT 24/7 THAT IS CAPABLE OF MANAGING MASS DATA AND DELIVERING REAL-TIME UPDATES IS NOW AN ESSENTIAL PART OF AN HOLISTIC SECURITY TOOLKIT.

Enabling the identification of trends and analysis of crucial data, having a single place to review your entire business security ensures processes are more efficient and provides visibility of everything you could ever need to know about your security solution. Having more information than before gives you the control to make more informed decisions and be even more proactive in your security solution.

Effective modern security is now dependant on taking a blended approach, combining the best of technology solutions, with highly trained people to deliver a connected, robust and effective solution. Utilising big data to drive decisions empowers you to deliver more effective and efficient solutions than ever, helping to better protect your people, assets and environments.

EFFECTIVE MODERN SECURITY IS NOW DEPENDANT ON TAKING A BLENDED APPROACH, COMBINING THE BEST OF TECHNOLOGY SOLUTIONS, WITH HIGHLY TRAINED PEOPLE TO DELIVER A CONNECTED, ROBUST AND EFFECTIVE SOLUTION.



BUSINESS INTELLIGENCE SOFTWARE IN ACTION

PROTECTING YOUR BUSINESS FROM PROTEST AND ACTIVISM

Merlin Protect 24/7 is a leading business intelligence software, and has supported numerous customers in protecting their people, assets and environments from protests and activism.

During the Extinction Rebellion (XR) protests of 2019, 2020 and most recently in 2021, Merlin Protect 24/7 was utilised by customers in London and Mitie's own GSOC to effectively manage protest activity, monitoring movement and utilising the geo-fencing capability to alert nearby businesses about the movement and activity of protestors.

The mass communications functionality was also crucial to the effective management of the XR protests, with Merlin Protect 24/7 enabling customers to share real-time intelligence quickly and efficiently, ensuring the right people, got the right message at the right time, enabling them to implement their own unique protest management protocols.



**MERLIN PROTECT
24/7 POWERS MITIE'S
GSOC APP, WHICH
SENT OUT OVER
200 INTELLIGENCE
ALERTS DURING THE
2021 REBELLION.**

SUPPORTING RETAILERS TO TACKLE **ORGANISED CRIME GROUPS**

Merlin Protect 24/7 is used by multiple retailers in the UK, including leading grocery stores, shopping centres such as Westfield, and large national retailers including IKEA.

By utilising Merlin Protect 24/7, retailers get a 'single pane of glass' and a system capable of processing 'big data'.

Through industry leading data sharing agreements, Merlin Protect 24/7 enables security colleagues at multiple retailers to have information on specific individuals or groups. This can include information such as imagery, videos, and the modus operandi of the group or individual. This information then enables frontline officers to take the necessary action to minimise or mitigate the risks for the retailer.

By collating data from multiple sources including frontline officers reporting, CCTV and numerous retailers, Merlin Protect 24/7, through its intelligent case file management functionality, enables retailers to create detailed files on individuals, including links to other individuals and groups. These files are created in a usable format that relevant police forces can then use to target organised crime groups in the area and take the necessary action.

Merlin Protect 24/7 has the power to link individuals and create detailed case files to pass on to the police. Intelligent case file management drives efficiency and simplifies processes for frontline teams.

PLAYING A KEY ROLE IN THE **GOVERNMENT RESPONSE TO COVID-19**

Merlin Protect 24/7 was brought in by the UK Government during the height of the COVID-19 pandemic to help manage the safe, efficient and effective running of testing centres across the UK.

Thanks to the system's impressive record within other sectors, the software is used through an app by colleagues to monitor and analyse data in order to support the efficient and safe operations of the testing centres across England, Scotland and Wales, with a total of 191 sites actively using the app.

The app provides a single platform for testing centre colleagues to complete:

STATUS REPORTS

SECURITY INCIDENT REPORTS

VEHICLE MANAGEMENT REPORTS

KEY MANAGEMENT

ACCIDENT OR INJURY REPORTS

TEST CENTRE STOCK REQUEST FORMS

Since its launch over **15,000 reports** have been submitted by **frontline staff working on covid testing sites.**



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SECURITY

THE EXCEPTIONAL, EVERY DAY.

INTELLIGENCE.
TECHNOLOGY.
PEOPLE.

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 0117 322 1322