

Cambridge Security Services' National Command Center Provides 24-Hr Responsiveness, Peace of Mind

Loss prevention. For retailers, it often leads to loss of sleep. That's why Cambridge Security Services committed itself early on to providing its clients with direct, single-number access to its managers and resources 24/7.

The result: Cambridge's 24-hour National Command Center (NCC). Staffed with the company's experienced engagement managers and plugged directly into its national network composed of 3,500 police officers and over 250 security companies, the NCC handles hundreds of communications per day—running the gamut from emergencies to the mundane.

Day Shift

8:21 a.m.—A security officer in corporate attire calls in from Miami to report that she has arrived for her shift in the lobby of a client's corporate office, where she will check visitor IDs and issue guest credentials where appropriate.

9:10—A New Jersey-based electronics retailer who plans to hold grand-opening events in Chicago, Milwaukee, and Minneapolis next month initiates a job order for event security for each.

10:01—A site supervisor requests added uniformed support after a Cambridge investigation confirms that three employees at the distribution center of a Austin-area auto parts chain have been running a theft ring. Their employment will be terminated when they arrive for their shifts later that afternoon.

11:47—A security officer arriving for his shift at a home furnishings outlet in East L.A. reports gang-related graffiti that he has discovered scrawled across the rear entrance of the building. The NCC notifies the client's regional office via email and fax.

Afternoon Shift

4:14 p.m. —An international sporting goods retailer calls in to request uniformed security for liquidation sales at 152 stores in U.S., Canada, and Puerto Rico to be held in two weeks.

5:32—The site supervisor in Austin reports that the terminated auto parts chain employees were escorted from the premises without incident.

7:51—A security officer scheduled to work the evening shift at a pharmacy store just outside of Providence, Rhode Island, calls in to report that he has fallen ill and will not be able to attend his shift. The NCC notifies the security officer already on site, who will extend his shift...at no additional



cost to the client...until an emergency replacement arrives, thus ensuring continuous security at the site.

Overnight Shift

11:30—The manager of a greeting card store outside Denver, Colorado, requests a uniformed security officer after repeated failures to activate the store's alarm system. The NCC dispatches an emergency security officer to the site to secure it until the alarm can be repaired.

3:30 a.m.—The NCC begins to monitor a developing situation out of Cambridge's separate Verified Alarm Response (VAR) center in Dallas, Texas. The alarm at a jewelry store in Olathe, Kansas, has been tripped, and the VAR Center has dispatched a security officer from the national network to confirm whether or not a break-in has occurred.

4:03—After receiving confirmation of a break-in, the VAR Center notifies the police, and then files a report with the store's regional office. The NCC receives a copy of the report for its records. Following the protocol outlined by the client, the security officer waits on site for the store manager and the police to arrive.

Hectic? Certainly. But if Cambridge clients can rest just a tad easier knowing that they can get instant and direct access to management staff, as well as emergency services and reliable coverage nationwide, with just one call, day or night, the NCC's mission is accomplished. ■

