

# HMRC: An Integrated Fire & Security Solution for this Non-Ministerial Government Department.

## Case Study

### Project Overview

Tyco maintenance services for HMRC Telford is currently tendering for two further sites: HMRC Shipley and Worthing. As a specialist provider and maintainer of Fire and Security Safety Systems, we operate on the basis of delivering innovation and flexibility throughout the contractual partnership and remain very business-focused on the building operation and maintenance strategy.

### Customer Needs

HMRC were particularly keen to have a team of multi-disciplined engineers assigned specifically to their properties, not only from a cost saving perspective but to ensure that any external personnel working continually on site, could undertake enhanced security protocol, documented by the client, as well as additional training specific to the contract.

### Product and Services Applications

- // Fire Alarm
- // Fire Extinguishers
- // Intruder Alarms
- // CCTV
- // Monitoring
- // Access Control
- // Hose Reels
- // High Sensitivity Smoke Detection

### Tyco Solution

Managed by HMRC's dedicated Account Manager at Tyco, we are able to process and document all screening procedures as well as training certification, reporting quarterly to HMRC. Combined with our approach to service delivery, HMRC assigned further disciplines to Tyco contract, as well as offering us the opportunity to tender for further sites.

As one of the very few independent providers in the sector, Tyco's flexibility enables us to offer accelerated service delivery to our customers and combined with market leading cost control, we have earned a reputation unique in our industry, for putting our customers first.

When it comes to safeguarding people, businesses, assets and budgets, Tyco provides a cost-effective solution that minimises our customer's risk and optimises their protection levels, whenever and wherever they need it. Our customers are safe in the knowledge that, our multi-disciplined engineers are supported by the very latest hand-held tablet technology to deliver the very highest levels of service with minimum disruption to our customer's business.

Our clients can also view critical account and project information 24/7 via our secure web-based portal for maximum transparency and accountability. We are committed to the very highest levels of customer service providing a 24 hour customer support desk facility, 365 days a year and all of our Design, Installation and Maintenance Services are delivered at a price that suits our customer's budget.

