

Secure Client Experience



CLIENT PROFILE: MULTINATIONAL FORTUNE 500 MEDIA ORGANIZATION

OBJECTIVE:

- ▶ Transform the first of point of entry from a “security” environment to a more welcoming experience
- ▶ Deliver highly efficient security processing based on customer service while maintaining security policies
- ▶ Ensure the security of employees throughout their buildings
- ▶ Monitor multiple points of entry

FSO (re)IMAGINED SOLUTION:

The FSO (re)Imagine team conducted extensive research and needs assessments with the internal stakeholders. Our team reviewed the current state of their security protocol as well as current and future staffing requirements. Once determined, FSO’s (re)Imagined solution was implemented to address the client’s areas of concern. The FSO plan included:

- ▶ The Introduction of Security Greeters to welcome guests in a friendlier, customer service/concierge manner.
- ▶ Clear scripting provided for all FSO staff to follow (From greetings, addressing guests, welcoming returning visitors or VIPs.)
- ▶ Friendly but professional security escorting
- ▶ All security desk appearances adhere to FSO “Best Impressions” standards
- ▶ Focus on quick and efficient processing with clear SLA’s set and agreed upon
- ▶ Proactive long line or wait time management
- ▶ All staff professionally attired to corporate standards
- ▶ Instituted advanced ID Controls to better manage the flow of visitors in and out of the office.
- ▶ Implemented new termination policy to ensure employee terminations are dealt with immediacy and promptness
- ▶ Introduced trained Fire Safety Directors
- ▶ Advanced Theft Controls to limit access to sensitive and restricted areas within the client’s locations

RESULTS:

- ▶ The number of internal incidents has been dramatically reduced
- ▶ Number of kudos and compliments received on front desk security experience and staff has dramatically increased
- ▶ ID controls have provided the client a more transparent view and metrics of the activity of site visitors

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