



Global Security Company Case Study

HSL were selected by a leading global security company to provide essential components of two of their services used in high risk environments. The security company provides integrated risk mitigation solutions to multinational corporations, governments, non-governmental organisations and private individuals.

The security company has implemented a central control centre and tracking system for people and assets, comprising of units fitted into vehicles and devices which are carried by users. All of the devices include both GPS functionality to enable the vehicle or user to be tracked, and contain an “alert” button which is activated by the user should assistance be required. Upon activation the security company responds as per processes previously agreed with the user’s organisation. These responses range from phone calls to the user or user’s organisation through to the despatch of an armed response team to the vehicle or user’s location.

In order to achieve maximum global coverage and communication speed, the majority of these devices utilise the GSM mobile phone networks for communication. SMS text messaging is utilised for remote configuration and for reporting location tracking information and any alert status to a central control centre.

To ensure that any location tracking and alert status information is reliably delivered from the devices to the central control centre, HSL were selected to provide the SMS infrastructure and interfaces for the security company’s tracking system. This decision was based on HSL’s robust and redundant infrastructure and the availability of 24x7 technical support.

HSL’s technically capable and highly reliable SMS delivery infrastructure comprises three geographically separate and independent customer facing sites, and links

directly into the infrastructure of multiple mobile network operators. The configuration includes geographic redundancy and redundant links via different suppliers between all sites. This infrastructure enables HSL to offer clients over 99.9% availability Service Level Agreement.

The security company has also implemented an SMS text message customer alert system based on HSL's infrastructure and HSL's AlertBroadcast application.

When the security company is made aware, by both employees and intelligence sources, of the need for extra security due to an increased level of threat in at risk environments the HSL AlertBroadcast solution is favoured as a means of communication. As necessary, authorised security company staff can initiate an SMS text alert to a group of customers in any potentially affected locations by sending one SMS text message containing the required information from their mobile telephone to the HSL AlertBroadcast number, at any time, from anywhere. HSL's technically capable infrastructure then ensures that these time sensitive messages are delivered to users reliably and promptly.