RESP**ONCE**™

Industry leading

Security Service Management

www.linkintegrated.com

OneCall | **One**Visit | **One**Result

Increased service levels at lower costs

LINKINTEGRATED
security solutions

Industry Leading Service Specialists

We have built an enviable reputation for delivering outstanding levels of service. This is demonstrated by the strength of our client list and the fact that some of our clients have been with us for over 20 years.

This reputation has been built on our ability to deliver consistently high levels of service cost effectively.

Our proactive approach to call reduction, performance management and our well trained, motivated and multi-disciplined engineers ensure that we can deliver the **best possible service in the most cost-effective way.**

Working in partnership we can ensure that your security and life safety assets are maintained to the highest levels ensuring that they are fully functioning when required.

We will assist in building a value for money cost reduction programme and a long-term structured investment strategy to ensure that your staff, sites and assets are always protected.

At the heart of our service capability is our well-trained team of service co-ordinators, field technicians and a highly experienced management team.

They are supported by our use of one of the best enterprise resource planning systems in the world. This controls everything from call planning and optimisation, stock and asset management, route planning, advanced communications and reporting.

You can rest assured that Link Integrated Security Solutions will provide the highest level of service tailored to meet your specific requirements.
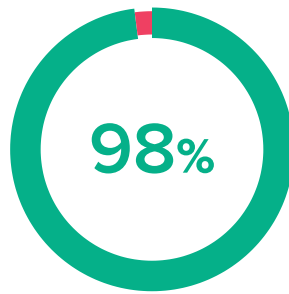
We are the industry's leading service provider. *But don't just take our word for it.*

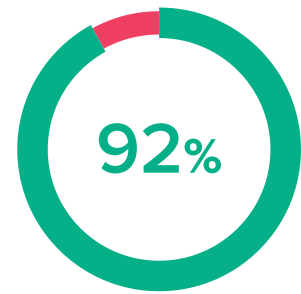*Our service statistics are the best in the industry.*

But we're not resting on our laurels. We're constantly monitoring these figures and are committed to driving them higher and maintaining our position as the best service provider in our industry.
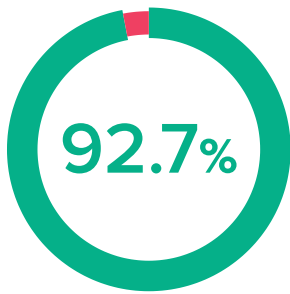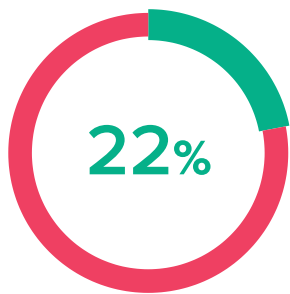
92.7%
Reactive call first fix rate

98%
Planned maintenance first fix rate

92%
Compliance to timed SLA

22%
Remote telephone fix rate

99.9%
Invoice accuracy

6.6 SECONDS
Average call answering rate

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What our *cutting edge* service technology means to you

The integration of our ERP system and vehicle tracking platforms enables us to reduce the number of calls we have to attend, reduce costs by consolidating tasks, and provide a superior standard of service to you.
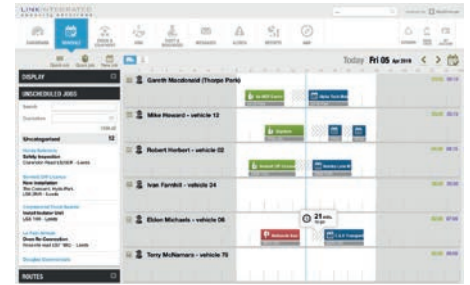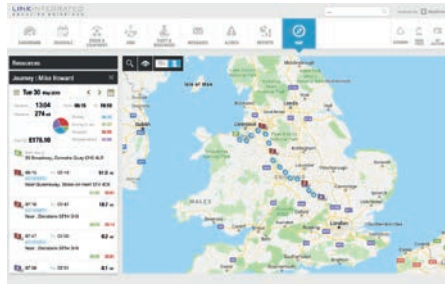
Call handling

To enable fast and efficient handling of calls we employ a powerful call handling and CRM platform that gives our trained operators instant access to customer information and history in a second. This means fast and efficient handling of calls, job scheduling, monitoring tools and activities are assured.

Customised workflow

Our customer tailored workflow enables us to ensure that every job follows the agreed process and that consistency is delivered throughout your estate. The intuitive nature of the system enables us to technically vet each call at an earlier stage resulting in an increased telephone fix rate which in turn reduces visits and costs.

Unique customer portal

Our dedicated customer portal gives you a complete view of all the jobs that we're working on for you. It also enables you to raise tasks, follow the progress of each job and generate your own custom reports.

Auto scheduling

We can auto schedule hundreds of jobs in seconds, and track new incoming calls against our engineers' locations. We can send you an automated message giving you a precise 30 minute delivery window and the ability to live track our engineer to your door.

Smart stock management

Our intuitive stock management system ensures that we have the right level of stock at all times. This helps us to meet our first fix delivery targets with fewer return visits – again helping to reduce your service costs.

Precise asset management

Asset management tracking and reporting will help you to budget more precisely as your assets come to their end of life. We can also monitor the failure rates of each asset, so that you know exactly when each piece of equipment becomes uneconomical to repair and needs replacing.

Performance monitoring

Our fully automated scheduled reporting and performance management system, enables clear and concise reporting against agreed targets and customer specific requirements, providing you with the ability to monitor service delivery and ensuring that you are getting what you are paying for.

Industry-leading staff

We employ some of the most talented and committed staff. From our multi-skilled field technicians, service operators and highly experienced management team you can rest assured that your staff, sites and assets are safe in our hands.

LINKINTEGRATED
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Want to work with industry leading service specialists?
Contact us today to book a FREE consultation.

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Get in touch.

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