



THE COMMERCIAL CENTRE CASE STUDY

Complete peace of mind for thriving business complex

VENTURE SECURITY MANAGEMENT

Security requirements :

- ✓ Randomly timed nightly security patrols
- ✓ Key holding and alarm response
- ✓ Providing a visible security presence on site 365 days a year
- ✓ Maintenance checks and effective reporting of issues found
- ✓ Auditable records of patrols

A Venture customer since 2014, The Commercial Centre in Andover is a thriving business complex offering office space and industrial units for lease to independent businesses. With 86 units, ranging from 300sqft to 800sqft in size, businesses based at The Commercial Centre's grounds represent an eclectic mix of industries, from a post office to a caterer, a beautician, marketing agency, electrician, and a building contractor.

Prior to contracting Venture Security, The Commercial Centre had been relatively crime-free but in October 2014 it was the target of an organised break-in, with goods and equipment stolen from 16 of the Centre's units in a single night. The event caused untold damage and was the catalyst for the Centre to strengthen its security provisions, including hiring a professional security patrol team to safeguard its premises.



Protection of its premises and business residents' property became the number one priority for The Commercial Centre, following October's attack. Company Director, Simon Potter, had seen Venture in action at local events and impressed by the company's well-presented and polite security personnel, contacted Venture regarding the Centre's security requirements. Impressed with its portfolio of services, client list and pricing, Simon appointed Venture just one day later, with the mobile patrols commencing immediately.

“They listen, they’re professional, polite, know what they’re doing and always go the extra mile. If you’re considering using Venture, I would have no hesitation in saying I recommend them 110%.”

SIMON POTTER, COMPANY DIRECTOR, THE COMMERCIAL CENTRE

RESULTS

- ☑ A security team that does an amazing job, acts professionally, and always goes the extra mile
- ☑ An excellent customer-centric ethos demonstrated by all Venture operatives
- ☑ Extra peace of mind and added value (as part of their patrols the Venture team also alert Centre Management to potential hazards and maintenance issues they encounter)
- ☑ An exceptional response to emergency callouts (on one occasion when the alarm triggered a Venture Security operative arrived on site in under six minutes)
- ☑ An excellent crime deterrent that's proven itself in practice
- ☑ A response speed and professional attitude that blows me away
- ☑ A valuable resource that not only protects our leaseholder's property but their people too

FIND OUT MORE

The award-winning team at Venture has been supporting local authorities, private and public sector organisations across the region for more than a decade.

To find out more about our specialist security services, call us for a free, no obligation chat, on: **01264 391538**, email **office@venturesec.co.uk** or complete our online enquiry form.

