



SIMPLYHEALTH CASE STUDY

Managing day-to-day physical security for large healthcare plan provider

Security requirements :

- ☒ Fully trained and SIA licensed security
- ☒ Officers trained in customer services to manage reception duties
- ☒ Key holding and alarm response for the four office buildings - three located in Andover and one in Winchester
- ☒ Premises locks and unlocks
- ☒ Officers to conduct patrols and checks of the site
- ☒ Emergency cover as required – during the night and at weekends

Simplyhealth is an award-winning healthcare plan provider based in Hampshire. Since 1872, the company has been committed to making it as easy as possible for people to access the healthcare treatments they need.

With offices in both Andover and Winchester, the company employs more than 1,000 people, including customer services, telesales, IT and administration teams.

Feeling their previous security company was not providing an adequate level of service, Simplyhealth held a competitive tender. Described as 'head and shoulders above the competition', Venture was awarded the contract and is now responsible for all day-to-day physical security.



As part of ongoing efforts to raise standards and enhance the onsite experience, Simplyhealth was keen to consolidate its front of house service offering. Reception duties are now being covered by Venture's SIA licensed and trained security officers, who have also undertaken specialist training in customer services.

These 'VentureFIRST' officers ensure a strong first impression is delivered. They provide a high quality service that upholds Simplyhealth's values and reputation, while being reflective of the position the insurer holds within the industry.

"We're delighted to be working with Venture. They are a fantastic team and the fact they are a local company is another big tick for us."

"Quality of service has always been hugely important for us and we've been extremely impressed, particularly with how technology is integrated within the Venture offering. The team hit the ground running and their professionalism is fantastic."

GARETH WILLIAMS, DIRECTOR OF ESTATES AND ENVIRONMENT,
SIMPLYHEALTH

RESULTS

- ✓ Simplyhealth has the support of eight fully trained and SIA licensed security officers
- ✓ VentureFIRST officers are covering all front of house security and reception duties
- ✓ Patrols ensure business critical issues, such as leaks and power failures are found early, so disruption is minimised
- ✓ The mobile patrol team responds to any issue out of hours, including intruder and fire alarm activations, or emergency access
- ✓ There is continuity with the same officers attending the site wherever possible
- ✓ Overall, a high quality of service is provided upholding the reputation and standing of Simplyhealth

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.

