



**eGUARDING**  
Smart Reactive Monitoring



Bespoke  
**Cloud Based Monitoring**  
Solutions

eGuarding is a division of

**ANCHOR**  
group services

[www.eGuarding.co.uk](http://www.eGuarding.co.uk)



eGuarding is Anchor's interactive cloud based monitoring solution which combines CCTV Monitoring, Fire and Intruder Alarm Monitoring and Access Control solutions to provide a full remote security solution.

eGuarding can remotely access all IP enabled building critical systems and maintain security oversight at any time. All your systems can be seamlessly linked to our 24 hour control room, where our experienced team can capture and escalate any issues.

Integrating these systems into a single monitoring software platform enables our remote monitoring team to react to events taking place on our customers' sites and deploy our in-house mobile response team in response to any incidents which occur whilst also initiating an appropriate emergency services response as required.

eGuarding can be deployed to supplement an existing manned guarding solution and enhance the service offering, or as a standalone service to replace manned guarding completely.



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### **CCTV Monitoring**

All IP enabled CCTV systems can be monitored. Solutions include: Detector activated or live feed monitoring.

### **Fire & Intruder Alarm Monitoring**

Systems monitored by BS5979 & BS8418 Cat II Alarm Receiving Centre (ARC) with full access to a local police Unique Reference Number (URN).

### **Intercom Monitoring**

Live access to on site communication systems to allow access to buildings, car parks, service roads and restricted areas with CCTV identity verification.

### **Perimeter Detection System Monitoring**

Including intruder detection, verification and monitoring leading to mobile / Police response.

### **Helpdesk Solution**

Responses coordinated, solutions tracked and clients and contractors engaged through our cloud based ticketing system.

## Why are we different from any other Alarm Receiving Centre (ARC)?

### Remote CCTV Monitoring v CAT II ARC Monitoring

ARC monitoring is considered the gold standard of alarm receiving, with its primary benefit being access to a priority police response in the event of an activation and confirmed intruder. However, whilst this response is available it will often require a key holder to respond to an incident and confirm an intruder prior to their deployment.

**Even when these conditions are met, competing police pressures often result in no response being initiated.**

With this in mind, Remote video monitoring may provide a more cost effective, interactive and robust solution to your monitoring requirements.

Our remote monitoring solution provides the same professional service as an ARC monitored solution, with the same business continuity processes, system resilience and guaranteed response times – but with less red tape.



We will **never** take your system off watch





### Some benefits of our solution include:

- An in house, end to end service from design through to installation, monitoring and mobile response services; allowing for more flexibility in the way we operate and a more tailored response to the needs of your business.
- Our expertise in manned security services and mobile response services, in addition to remote video monitoring, allows us to develop a greater understanding of your wider security operation and integrate services for a more value led, tailored approach to the needs of your business.
- Greater flexibility in system set up and interaction with a less transactional approach to incident processing. Unlike an ARC, we will never take your system off watch. We acknowledge that false activations occur, and processing them like all other incidents is all part of the solution. Our expert team will also work in partnership with you to tailor your detection system to minimise false activations.
- More control of your system, with no ARC making decisions on how the system is set up on your behalf and a greater flexibility to make changes to how your system operates. Our experts will provide advice in this area, but ultimately decisions on how the systems operate will be yours to make.
- Access to Anchor's in-house support services departments, including incident response cleaning services and repair and maintenance – offering you a truly end to end solution.

## Additional Services

**In addition to our eGuarding service, Anchor can self deliver a range of interrelated services as part of an eGuarding solution or a standalone service offering. These include:**



### Monitoring of Visual Verification Systems

System flagged CCTV activations, incident verification and police / mobile response deployment.



### PIR Sensor Temporary CCTV Solutions

Installation & Monitoring of Battery operated, 4G enabled temporary CCTV monitoring solutions, available for hire from 1 week or outright purchase.



### Vehicle Tracking

Remote vehicle tracking, including vehicle activity escalation and possible theft detection. Vehicle use reporting and analysis.



### CCTV & Systems Installation

Fully accredited installations including Burglar Alarms, Intruder Alarms, CCTV Systems, Access Control Systems, Intercoms, Security Lighting, Video Doorbells and Fire Alarm Systems. Including BS8418 and BAFE Compliance.



### Lone Worker Safety Monitoring

Remote monitoring of BS8484 lone worker safety devices, booking on / off and hourly check call monitoring. Including mobile incident response capabilities.



### Business Continuity

24 hour incident response centre, critical systems failover.



### Mobile Services Solutions

All of our eGuarding services can be integrated with a mobile response solution to enhance incident response capabilities and minimise out of hours client escalations.

## 24/7 Customer Support

Our proactive communications centre monitors the safety of people and property and offers 24hrs customer support. With skilled, vigilant staff at its core, we provide resilient Incident management focusing on a Business as Usual approach. Our driving concern is to ensure the welfare and integrity of the people, property and businesses we watch over.

Our 24/7 Customer support team provides our clients with a single point of contact for management and administration, with access to our full suite of related facilities management services; allowing us to provide end to end incident ownership to completion. We are not just a middleman or monitoring station – so we can provide greater support to your business.

**“ We are not  
just a middleman  
or monitoring  
station. ”**

### Through choosing our services you can be assured we;

- Will comply with your needs, from the development of a bespoke solution through implementation and delivery through the life of the contract.
- Communicate throughout. From detailed implementation and delivery plans, to ensuring you have the right information, at the right time to make the decisions you need.
- Will give confidence in our ability. Through honesty and integrity, we guarantee our product, our service and our people.



## Anchor Mobile Response Team

Anchor benefit from a substantial in-house national mobile response team and wider approved supplier network, to allow us to provide guaranteed incident response times to even the most remote locations in the UK.

Each of our vehicles is fully equipped with a range of equipment, technology and systems to support our incident response capabilities. Each vehicle benefits from the following features as standard:

- **Live Vehicle Tracking**
- **Front and Rear Facing CCTV Cameras**
- **Satellite Navigation**
- **Wireless Communication**
- **BS7984 Compliant Key Safes**
- **Incident Management Kits**
- **Temporary CCTV Installation Kits**
- **Spill and Hazard marking Kits**
- **Security Equipment Spares and Repair Parts**



During contract launch, full location-specific assignment instructions and risk assessments will be conducted, and our mobile response teams will be familiarised with your location to enable them to provide a better incident response.

The diverse delivery capabilities of our mobile team has enabled to us introduce an industry leading support service and unrivalled response capability, with multiple funding streams that enable us to offer these services at extremely competitive rates and as an added value service to our wider security services offering.

Operating within the footprint of our nationwide operational portfolio, our mobile response team delivers professional mobile patrol, key holding & alarm response, car park management and escort duties daily.

# Case Study



## CEVA Wellesbourne

### Anchor Provided Manned Guarding Since 2017

- Annual Security Spend £110,000 pa
- Guards Managed Access Control & CCTV
- Due to only one officer on site there was no scope for patrols to be conducted due to the need for the onsite staff to manage 24 hour access control requirements and monitor CCTV and building management systems.

### eGuarding Solution Introduced in 2019

- All Manned Guarding Removed
- CCTV, Fire & Intruder Systems Integrated with Anchor HQ, including interactive CCTV monitoring and ARC supported fire and intruder alarm systems.
- Barriers & Intercoms also integrated, allowing us to verify access rights and provide access remotely to staff, contractors and drivers.

Our ability to remotely monitor the building security systems and provide an incident / event led solution enabled us to provide the same levels of service, without the cost of a dedicated security manning service.

Not only does this solution create substantial cost savings versus a manned security presence, it also mitigates the risks associated with poor performing security officers or variations to the standards of service often seen during periods of sickness and absence.

- 95% 1st Year Saving on Annual Security Spend Achieved (Including CAPEX)
- Single Site Developed into 30 Location Partnership





## Case Study



### University of Liverpool

After responding to a break-in it was quickly established that there was an ongoing issue in the area and, due to the remote nature of the building, a traditional CCTV system or monitoring regime would not provide a viable solution.

Our client initially requested a manned security service to prevent further incidents and, whilst Anchor agreed to provide this service, we also recommended an alternative solution. Within 12 hours Anchor had designed and installed a visual verification alarm and CCTV system.

This system enabled us to instal a detector activated monitoring solution, which alerts our 24 hour control room when a PIR sensor is triggered.

The controller then reviews live video footage pre and post the activation and initiates an appropriate incident response.

The system was installed without the requirement for any permanent electronic or cabling works and is fully battery operated with data over a 4g network connection. Batteries within the system last up to 4 years, so there are minimal requirements for system maintenance.

The use of this system has enabled us to mitigate the risk of thefts at the site and respond quickly to issues as they arise.

The system remains in place to date and continues to be monitored and maintained by our in-house team. And since its installation no further thefts have been reported.

To enhance the effectiveness of the system we also provide daily mobile security patrols to act as a visual deterrent to crime. Since the introduction of this solution as an alternative to a 24 hour manned guarding solution we have saved the client in excess of £400,000 in security services costs.

Initially deployed as a short-term solution, its effectiveness and Anchor's ability to maintain the system has seen it remain in place for over 4 years.

## Case Study

### Charter Walk Shopping Centre

Anchor were awarded the security services contract at Charter Walk Shopping Centre in June 2015. On outdoor scheme, the centre shares CCTV with the town centre and does not benefit from overnight manned security. Anchor's mobile response team works in close liaison with town centre security and policing to manage the security of the centre during closedown hours.

Whilst this arrangement has ensured that the centre is secure and the risk of crime overnight is minimal, tenant demand for extended delivery hours created an access control issue to the barrier controlled service areas.

The access control system could only be operated locally, so tenant and contractor deliveries were restricted to the working hours of the onsite security team. To address this, Anchor designed an access control and CCTV monitoring upgrade which allowed our 24 hour communication centre to take control of the system and verify eligibility to attend site and provide access remotely.

The new intercom system allows a delivery driver to communicate directly with our communications centre via video intercom. Our communications centre can then verify access rights and grant access to the centre service areas.



Once access is granted, the communications centre team can then remotely monitor the cameras for the duration the driver is on site.

This system was implemented as an alternative to increasing out of hours manning, and created a £38,000 annual saving compared to the cost of an increase in security manning hours to facilitate the tenant request.

In addition to introducing a system to meet the needs of retail tenants, our system has also enhanced our overall out of hours support and increased security across the Centre.

Our remote connection to the centre now allows us to log into the systems at any time and provide remote incident support – a significant enhancement to our business continuity and disaster recovery processes.

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“

Anchor's eGuarding solution has changed the way our business views security services and service integration. Prior to the development of eGuarding, our electronic and manned security services were operated under different providers with little integration. Anchor's integration has enabled us to streamline services and create substantial cost savings.

We faced initial resistance from site General Managers to reduce onsite resources, but their concerns were quickly alleviated when Anchor were able to provide an efficient response as incidents occurred.

Anchor's proactive monitoring solutions have enabled us to identify and prevent attempted break-ins, prevent the outbreak of fire and provide our supply chain with access to our locations – all remotely. I wouldn't hesitate to recommend Anchor's eGuarding Solution.

– Ryan McInerney – National Security Manager – CEVA Logistics

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## Find out more

We'd be delighted to talk to you about your individual requirements and how eGuarding can provide a fully bespoke and integrated solution to meet them.

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**eGUARDING**

Smart Reactive Monitoring

Safe | Smart | Fair