Staff and Technology Alignment .... PART 3

Reducing ongoing costs while meeting operational requirements

In part one of this series, we discussed the importance of a strategic alignment initiative, the need for level-setting expectations with senior leaders and stakeholders, and the necessity of distilling a clear picture of exact business needs, organizational risks and cultural expectations. In part two, we discussed aligning effort and mission—gaining a greater understanding of where and how officers spend their time, and where services may need to expand or contract in order to provide the most value. The last step should be aligning staff and technology.

There may be opportunities to reduce ongoing operational costs with judicious use of capital investment while still meeting operational requirements and providing much needed services.

Shift opportunities to meet changing perspectives

The pandemic has undeniably changed our perspectives. Discomfort with being too close to others or anxiety surrounding being in crowds is likely to continue for some time.

Where are opportunities to shift from direct contact to more social distancing? A self-service kiosk for visitors instead of in-person reception is one option.Additionally, remote concierge services can leverage a single person to serve multiple locations—this feature can still provide a warm, welcoming environment for guests and simultaneously provide a touch-free experience. Part one of this series walked through the steps for cultural alignment and applying those lessons here is important.

Your security program must be crafted to match your organizational culture or else it is likely to generate resistance.

Technology, once implemented, can be difficult to change if not well thought out. Processes and tasks need to be modified first in a more fluid—perhaps more manual—environment. Workflows drawn on a whiteboard are easy to change, test and refine before implementing a technological solution.

Determine what works best for your business needs and sharpen your pencils on your ROIs. Does the technological solution truly match your need? Does it integrate with existing systems without requiring expensive customization? Are simpler options available, perhaps as interim steps along your technology roadmap?

Technology could be your path forward

Leveraging technology to reduce the reliance on people is one path forward. Technologies such as AI cameras, which can "learn" what a view on new normalcy looks like and provide an alert when it detects abnormal situations, can extend the usefulness of your security force. Partnering with remote providers for camera monitoring can reduce the need for on-site dedicated personnel simply to watch camera feeds. Security officers can be alerted to irregular situations and be dispatched more readily.

Security programs must continually prove the value they bring to their organizations. Your organization has a unique culture and mission. Taking this opportunity to strategically align across all aspects of your security program—people, processes, and technology—with your cultural needs and organizational risks can enhance your business goals.

Let's start a conversation.

We provide a holistic approach to meet our customers' complex security, fire and life safety needs. Our extensive offerings include intrusion detection, access control, video, fire detection and suppression systems, monitoring services, risk assessment, emergency response systems and more.

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