SUCCESS STORY

SECURITAS

INDUSTRY
→ **Services**

PRODUCTS/SOLUTIONS
→ **BPA Quality & Risk Management**
→ **Microsoft SharePoint**

THEMES
→ **Risk Management**
→ **Process Management**
→ **Key Performance Indicators**
→ **Compliance Document Management**

SUMMARY
Headquartered in Brussels, Securitas BELUX has more than 7000 employees in Belgium and Luxembourg. Offered services are based on the following pillars: permanent guarding, mobile security services, technological solutions, monitoring, reception & hospitality, safety, ICT and related professional services.

CHALLENGE
The company's vision was to move from a department-based management system to a process-based system. The existing system to change a process was cumbersome and not effective, including too many steps and emails.

Securitas BELUX was looking for a way to centrally share knowledge about their internal processes with all employees and make process owners responsible for their own topics. Processes had to be compliant with local regulations in Belgium and Luxembourg and with the ISO 9001:2015 standard.

The envisaged solution had to be visual, flexible enough to represent existing process diagrams (turtle diagrams) with their approval system, centrally available for all business units in 3 languages and compatible with Microsoft SharePoint. Securitas wanted to decommission their existing quality management system based on Lotus Notes.

The client was further expecting the system to be used for managing compliance documents, risk management items, KPI's, performance evaluations and all required ISO 9001:2015 subjects to maintain certification.

STRATEGY
A pilot was rapidly built, including a global process map with business units and processes grouped by Deming's principles (Plan-Do-Check-Act). Processes were further divided into high level and sub level processes. A process detail page was configured to contain the needed related information relevant for a process, like input data, output data, main activities, compliance documents, indicators, risks, etc. Existing process maps and turtle diagrams were imported in the configured solution.

A workflow was configured for approving, publishing and versioning process pages. The workflow was designed to manage permissions when handling processes, so only the concerned persons in specific work areas can approve and publish.

Documents and content was progressively migrated from Lotus Notes to BPA in accordance with the new way of "process thinking".

BPA Solutions SA (**Switzerland**)
BPA Solutions USA LLC (**Seattle, WA**)
http://BPA.Solutions

RESULTS

Securitas rebranded the BPA software as "SMS", which stands for Securitas Management System, as a complete process management system to host not only the processes themselves, but also the direct linked KPI's, Performance Evaluations, Risk Management Items and Compliance Documents.

The tool offers a great opportunity to manage all business processes that are necessary to keep the company running, to comply with all rules and regulations and to be in line with the ISO 9001:2015 quality criteria. The solution was recently extended and Securitas is nearly ready with the implementation of the system for the GDPR and ISMS regulations for Securitas.

Securitas uses the solution in different entities in Belgium and Luxembourg, in total 19 entities. By introducing the solution abroad, they were able to share over 90% of our existing processes and still maintain the country based specifications, laws, regulations. Because it was possible to share generic processes over the countries, they only had to focus on the specificities of each country, which reduced the amount of time to implement SMS elsewhere. This was an efficient way of working as they could achieve more in less time.

One of their strategic goals is to use the software for our General Review of Internal Processes (GRIP). With GRIP, Securitas will "get a hold on" managing all processes and indicators in one single view. GRIP offers an insight on the gaps within their quality system. Finally, this analysis is the key ingredient to set up an action plan to resolve the lack of data, processes, quality.

⊘ WIN RESULTS

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"SMS gives us a great opportunity to manage all business processes that are necessary to keep our companies running and to comply with the ISO 9001:2015 rules and regulations. The solution was recently extended and we are nearly ready with the implementation of the system for the GDPR and ISMS regulations for Securitas."

"Now, we instantly know if our processes – spread over Belgium and Luxembourg – are described or not. By introducing the solution abroad, we were able to share over 90% of our existing processes and speed up the implementation of the tool in a foreign country/entity as we only had to focus on describing certain deviations."

Microsoft
SharePoint
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Microsoft
Preferred
SharePoint
Business Applications