

Case Study Thrifty Car & Van Rental

iFacility



As a major, multi-national car and van hire company, Thrifty is a well-regarded name in business and personal vehicle rentals and one that can boast close to one hundred sites across the UK.

Well versed in the needs for surveillance at vehicle compounds, Thrifty's Property Manager, Ian Stobart, was not happy with the technology incorporated in their existing security set up and was actively looking for a new, forward thinking and technologically advanced company to work with them on a nationwide basis.

Ian Stobart explains

We had an ongoing relationship with a security supplier for many years but, when I met iFacility, it was clear that they were keener, leaner and more up to date in their knowledge of new technology, surveillance and monitoring solutions.

There were specific issues that needed to be addressed at some of Thrifty's key sites and these were looked at first, as iFacility drew up detailed specifications for appropriate surveillance solutions.

Adrian Dorey is iFacility's Key Account Manager for Thrifty Car Rental.

"One of Thrifty's sites is in a multi-storey car park in Bournemouth. It was a nightly occurrence for late night revellers from local bars and casinos to wander into the Thrifty site and cause a nuisance."

In situations like this, it was important that the client could find out exactly what type of 'intruders' they were, and allow them to address any problems appropriately.

FOR SITE SECURITY

Thrifty chose an IP security system, run over their internal broadband network, for all of their sites across the country.

This type of system provides a combination of high definition megapixel cameras, intruder and panic alarms and iFacility's unique intelligent communication diagnostic and support platform 'myFacility'.



Access to all cameras was gained remotely from Thrifty's Exeter head-quarters, where all email alerts, offsite image recording, archiving and disaster recovery was centralised. In addition, a Thrifty branded web portal, remote diagnostic monitoring and dedicated support manager were provided to complete the iFacility package.

As well as addressing the nuisance issue and the possibility of damage to the premises and property, Thrifty were also concerned about the security of their onsite staff, who often worked alone at night. Adherence to current Health and Safety Regulations was also required. Ian Stobart is understandably delighted with the outcome:

"Staff know how easy it is for us to see what is going on at various sites and feel very secure. I think they are also more conscientious about their own role in security - locking up and so on - as they know all sites activity is being recorded."

PLANNING DOWN TO THE SMALLEST DETAIL

The detailed planning stages of the security installation have meant that a programme of pest eradication could be undertaken at some sites to ensure that pigeons and other pests do not trigger false alerts. But the over-riding success is that, according to Ian, the new system has stopped all negative site security issues completely.

"We were confident that iFacility would be the best partners to work

THE ROLL OUT CONTINUES

Following the initial installation in seven sites across the South West, the system was progressively rolled out at both existing and new sites across the UK and Europe.

*"We started by installing the system on existing problematic sites in the UK"
"Installations all ran to time and we were then confident that iFacility would be the best partners to work with on brand new sites where services not already in place and larger depots which have potentially greater problems".*

Thrifty have added voice capabilities to some of their systems and are looking to ensure that their security and surveillance systems stay one step ahead at all times.

Paul Curran, Technical Director for iFacility said:

"There is no easy solution for this kind of multi-site operation as each site often has specific issues. But technology is advancing all the time and we make sure that we use that to the client's advantage. Thrifty's roll out is evidence of just what can be done by intelligent planning, listening to the client and always keeping an eye on new ways to do things.

"We have enjoyed a long relationship with Thrifty that will grow further as we get to understand further issues that affect their business and the problems they are presented with on a daily basis."



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