

# How Stafflex Changed their Security Provider, and Discovered More, a Case Study.



**Stafflex** is West Yorkshire's largest independent recruitment specialist.

Established in 2000, they are experts in providing quality staff to the Education, Office, Industrial and Engineering sectors across the West Yorkshire area.

## What was your service prior to using our services?

*"Prior to working with Equilibrium Risk, our security requirements were met by a large national company."*

## Executive Summary

Stafflex switched their property protection requirements to Equilibrium Risk, and discovered:

1. A local company who could fulfil their security requirements.
2. A new improved security system meant ease of use with fewer costly callouts.
3. The monthly subscription improved cashflow forecasting.
4. The overall service was a vast improvement to what they were used to.

## Challenges

Stafflex relied upon a large national security company to provide the security for their building. They found the customer service was not great and were becoming increasingly more frustrated.

The alarm system had repeated faults which would result in it being frequently set off out of office hours. This would lead to a Stafflex member of staff spending hours waiting on site for an engineer, sometimes several times a week.

Stafflex felt these callouts were costly through no fault of their own.

### Would you go back to your old service?

"No!"

## How Our Service Helped

Stafflex subscribed to our property protection service and found that the service was a vast improvement to what they were used to.

*"Our new alarm was fitted promptly with little interruption to our working day. The ease of using the system means the opening up and locking up procedure is a much simpler process".*

In addition, *"Equilibrium Risk are now providing a professional keyholding service which means that Stafflex keyholders no longer have to worry about being called out to the office outside of their working hours.*

*We have every faith that Equilibrium Risk would be on site quickly if ever an issue arose".*

### What made our service stand out from our competitors?

*"We looked for a local company as Stafflex will always reinvest in local businesses where possible.*

*We were very impressed with our initial conversations with Luke. He took the time to understand our business and our needs.*

*It was clear that Equilibrium Risk like to establish relationships that are beyond a simple business transaction."*

## Results, Return on Investment and Future Plans

Subscribing to our service, Stafflex found that cash flow was much easier to plan. For a single monthly cost, a new alarm system was installed that was maintained on a regular basis.

The keyholding service with unlimited monthly callouts meant that there were no unexpected invoices at the end of the month.

Abigail Stahelin-Hall, Deputy MD at Stafflex, concluded, *"Thankfully, we have had no alarm call outs, however, we can definitely say that the overall service is a vast improvement on what we were used to."*

## ABOUT EQUILIBRIUM RISK

Equilibrium Risk is a security and risk management company that supports business growth through effective, balanced security.

We do this by providing a secure environment in which your business can operate, continue to pursue opportunities, and grow.

If you would like to know more about how we can support your business growth, please get in touch:

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