



CORPS
MONITORING

CORPS MONITORING

CCTV Monitoring and Alarm Signalling for Amax Fire & Security Ltd

Amax Fire & Security Ltd needed an ARC partner that could deliver comprehensive monitoring, actionable insights, and professional conduct. Corps Monitoring now provides comprehensive remote CCTV and alarm monitoring across 1,000 Amax estates.

THE CHALLENGE

As Amax expanded its CCTV and alarm monitoring services, the business required an Alarm Receiving Centre (ARC) partner that could deliver comprehensive monitoring with actionable insights and professional conduct.

Previous ARC partners were unable to provide the in-depth data reporting Amax clients needed, and seemed profit-focused, without long-term industry knowledge.

THE SOLUTION

In 2020, amid the unique challenges of the pandemic, Amax explored a partnership with Corps Monitoring. What distinguished Corps was its strong security background and specialised approach to CCTV and alarm monitoring, which Amax saw as significant selling points for its own customers.

The partnership began with Amax transferring its CCTV contracts to Corps Monitoring's ARC in late 2021. Following the successful trial, Amax transferred all monitoring services to Corps in early 2023.



Amax has approximately 1,000 sites in its portfolio, all of which had to be transferred over a 2-day period. To ensure the process was as smooth as possible, Corps team members travelled from Glasgow to Amax's London offices during the transfer period. Though a small number of transitions encountered problems, Corps monitoring completed them all within the agreed timeframe.

Ever since, Corps Monitoring has provided comprehensive remote CCTV and alarm monitoring services for Amax from its state-of-the-art ARC in Glasgow, including fire alarm monitoring, access control, and CCTV monitoring for all sites in Amax's portfolio.



To find out more about how Corps Monitoring can help with your security provision visit: corpsmonitoring.co.uk

CORPS MONITORING

Scott House, Unit 1, Glasgow, PA3 2SJ

Tel: 0141 847 2026

Email: sales@corpsmonitoring.co.uk

“ The transition to Corps Monitoring was remarkably smooth for such a large implementation, and Corps provided excellent preparation and contingency planning. What impressed us most was their commitment to being present on the transfer day, travelling down from Glasgow to work with us and ensure its success. That level of support isn't common in our industry, and Corps' professional, communicative approach provides our clients with the confidence that their properties are protected expertly, twenty-four seven ”

THE RESULTS

The partnership has delivered significant operational improvements for Amax. Corps Secure – Corps' built-in reporting software allows Amax to provide key metrics to its customers, so they can review all proactively deterred break-ins and other security incidents, outstanding faults, alarm volumes and Corps Monitoring's NSI Gold alarm handling statistics against their portfolio.

Its engineer-optimised application for system testing has also delivered substantial time savings for Amax's technical team and prompt telephone answering times when an engineer needs to speak with one of the Corps Monitoring operators.

Meanwhile, the partnership has created new opportunities for both businesses, introducing Amax to sectors it has not accessed before. For example, Corps Security's patrolling officer services allowed Amax to offer additional services to secure high-end clients that require comprehensive security solutions.

CORPS[®]
MONITORING