

McColl's

SSS Management Services provides planned and reactive intruder alarm maintenance and monitoring, underpinned by 24/7 helpdesk and account management.

McColl's is one of the UK's leading convenience chains with stores operating under the brands of McColl's, Martin's and RS McColl.

With over 1,650 stores located throughout the UK, McColl's is a leading convenience store operator. As the largest operator for the Post Office, McColl's also provides full Post Office services for customers from around 600 locations nationwide.

Solution

To protect staff and store assets, McColl's embarked on a project to improve alarm signalling through an upgrade programme and reduce maintenance costs. At that time, the alarm monitoring and maintenance contracts were supported by two separate suppliers. McColl's was seeking to improve service delivery and project delivery meaning that a streamlined solution was required to complete the site upgrades, and improve both quality and efficiency.

SSS was selected by McColl's to complete the improvement programme and provide ongoing alarm monitoring and maintenance.

Acting as a critical safeguard of McColl's stores, our services comprise:

- 24/7/365 helpdesk and account management
- Planned alarm system maintenance
- Response to alarm incidents



Critical outputs

SSS took over the upgrade programme through our in-house technical and management resource. In just six months SSS completed the transfer of monitoring, maintenance URNs, and the upgrade of the estate's signalling.

SSS also manages the direct alarm monitoring through our NSI accredited Alarm Receiving Centre. Since 2013, SSS has supported over 12,100 reactive calls and 13,056 planned maintenance visits. Cost duplication has decreased while internal management of McColl's alarm protocols has been dramatically simplified. The number of reactive call outs has significantly reduced due to improved supplier management with first-time fix KPIs significantly improved in line with the client-focussed service agreement.

Benefits

- Robust performance management has driven financial savings
- Strong supplier management as resulted in improved KPIs with attendance rates onsite of 95% and alarm maintenance first-fix rate over 85%
- 24/7/365 helpdesk for alarm emergencies
- Centralised account management