



REXEL

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## Rexel UK

### INTRODUCTION

REXEL UK are an electrical wholesaler operating over 450 branches nationally.

Guide Security have been a security provider to Rexel since 2006. Initially providing monitored CCTV services across 12 Regional Distribution Centres and growing to become the sole electronic security provider across the whole of Rexel's branch network.

**“I can't praise Guide Security enough. They know what I need and what the business needs.”**

*D. Otway - National Security Manager*

#### SERVICES PROVIDED

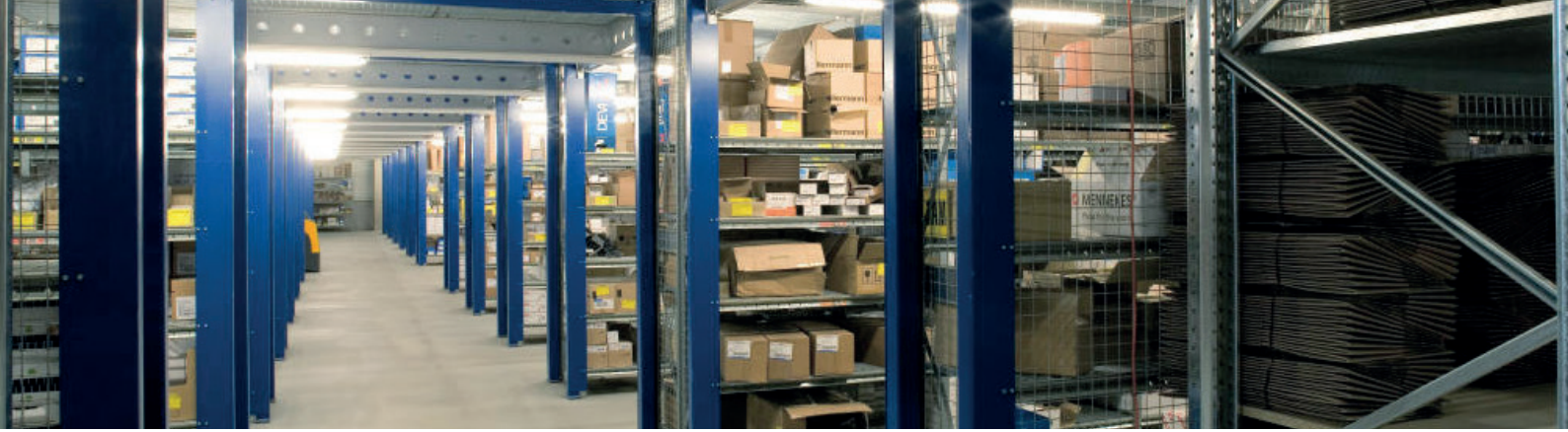
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## Security requirements

Peter Ferguson, Head of Security for the UK (2006 – 2017), explains his initial motivation for bringing Guide Security on board. 'We had CCTV systems in place but were having difficulty sourcing a reliable monitoring company. I had met Guide Security whilst at a previous company and following discussions, they took over the monitoring of the system in 2006.'

**“ Following a break-in in 2009, that cost the company £25,000, discussions commenced with Guide Security who took over the contract.”**

*P. Ferguson - Head of Security (2006-2017)*

At that time a 5 year contract to install, maintain and monitor intruder systems across the branches had just been awarded to a National Company. Peter continues, 'Very early on it became evident that the company was not delivering to the standard we expected.' Following a break-in in 2009, that cost the company £25,000, discussions commenced with Guide Security who took over the contract in 2011 on the same terms as the previous provider. The team then began the process of consolidation and integration across the branches.

## Managing Acquisitions

Rexel had acquired a number of companies across the UK who had contracts with various security providers. A consolidation plan was implemented to bring all branches under one provider. This project was completed in 2016.

Dawn Otway, National Security Manager, 'Guide Security hit the ground running and took control of the situation. They took a phased approach doing what they needed to do to complete the transition which was seamless. The task would have overwhelmed a national company, but Guide Security took to the challenge and delivered on every level.'



## Cost Effective Solutions

As part of the integration process Guide advised the business on the savings that could be achieved by migrating to IP Signalling and remote connectivity. Working closely with the operational team to gain greater understanding of risk and budgetary constraints Guide were able to offer the business savings on signalling and call out charges totalling over £70k per annum whilst also reducing the pull on Rexel resource.

**“ The task would have overwhelmed a national company, but Guide Security took to the challenge and delivered on every level.”**

*D. Otway - National Security Manager*

## Final Thoughts

Peter: I had complete faith in Guide Security from the start. When I went to the Chief Financial Officer with Guide Security's proposal for a three-year contract, his words were 'it's a no-brainer'.

Dawn: I can't praise Guide Security enough. They know what I need and what the business needs; their business is our business and they have really integrated themselves into REXEL UK. There's no other security company I know that provides the same level of service, response, technical knowledge and support that Guide Security do.