

Norse Security opens new state-of-the-art control centre

3 years ago



Members of the public and clients are benefitting from even higher levels of safety from Norse Security thanks to a round-the-clock service and new cutting-edge control centre.

Norse Security, a trusted provider of security services to the public and private sector, has launched the department to provide comprehensive, 24/7 monitoring of CCTV systems from a newly built, high-tech Alarm Receiving Centre (ARC).

Based at Norse's headquarters in Norwich, the ARC is now operational, with a dedicated, licenced team of operators keeping a watchful eye on live security footage at multiple sites for internal and external clients.

Using the latest technology, the team's comprehensive network of CCTV systems allows skilled operators to keep abreast of developments, helping to improve the speed and effectiveness of any response.

Delivering a round-the-clock, contactable service, they are on hand to address any CCTV related issues or queries, respond promptly to alerts, and dispatch the Norse Security Mobile Response Team if necessary.

George Jarvis, Head of Norse Security, said: "We are delighted to be expanding our level of support available to clients – both internally and externally – as we continue to build upon our track record as a trusted and reliable security partner.

"By utilising the joined-up expertise across the Norse Security Team, the ARC team complements our operations, and ensures that we are able to continue to respond promptly to any incident.

"And with more organisations becoming increasingly aware of the value of having a professional security

organisation monitoring their premises and providing protection for valuable assets 24 hours a day, we're sure the team will continue to grow and expand in future."

Control Room Manager, Nathan Ashdown, has been instrumental in building up the ARC Team, taking responsibility for day-to-day operations.

"In a short space of time we have already made a significant impact, developing relationships with new and existing clients, and continuing to monitor all Norse-owned sites across the country," Nathan said.

"On average, we receive just over 200 alerts a day across the board through our alarm system – which are mostly non-suspicious activities – and I'm proud to say that 100% of alarms have been answered in less than two and a half minutes, with average response times being a fraction of that.

"The ARC team now looks forward to building on this success, as together we seek to provide an outstanding service for all our clients."

If you feel the ARC Team could benefit your business/department, please get in touch with Nathan Ashdown – Nathan.Ashdown@norsegroup.co.uk (01603 756190)