

OCS opens new Category 1 National Operations Centre

4 months ago



[OCS](#) has officially opened its new National Operations Centre, a state-of-the-art facility built to European Alarm Receiving Centre (ARC) Category 1 standards.

This significant investment marks a step forward in the future of security service delivery, combining advanced technology, 24/7 monitoring and intelligence-led response to protect customers across the UK. The centre provides centralised, continuous support, live monitoring, and data-driven insights to all OCS Security colleagues operating across customer sites nationwide. It serves as the core hub for keyholding, guarding bookings, lone worker protection and out-of-hours helpdesk support.

Built to the rigorous BS EN 50518:2019 standard, it ensures operational resilience, reliability and uninterrupted service delivery around the clock. Built to Category 1 ARC standards, the facility meets strict requirements for physical security, power continuity and data protection. It enables direct police response and ensures business continuity for customers nationwide.

AI-driven systems within the centre analyse live data feeds from multiple sources to identify patterns, predict risk and enhance situational awareness. These insights enable faster decision-making, early intervention and more intelligent resource allocation across OCS's national security operations. Intelligent platforms integrate machine learning analytics, automated alerts, and advanced communication tools, supporting rapid response, proactive management, and continuous performance improvement.

The centre demonstrates OCS's commitment to the highest operational and security standards in the industry and is expected to receive official Category 1 certification in the new year. For customers, this means confidence that all alarms, incidents, and service requests are managed within a professional,

technology-enabled monitoring environment designed for speed, consistency, and complete visibility.

Daniel Dickson, CEO UK & Ireland, OCS, said: "The official opening of our new National Operations Centre marks a significant step forward in how we protect and support our customers. It reflects our continued investment in innovation and technology, including the use of artificial intelligence to strengthen decision-making and enhance response times. These capabilities have made OCS one of the most capable and technology-driven security providers in the UK. By combining Category 1 standards with advanced systems and intelligent insight, we are delivering exceptional standards of security, reliability and service 24 hours a day."

Steven Moore, Managing Director of Security UK, OCS, added: "This facility provides customers with access to tailored intelligence and support designed around their operational needs. Through real-time threat analysis, proactive incident management and a resilient national infrastructure, we are helping businesses stay ahead of risk and operate with confidence."