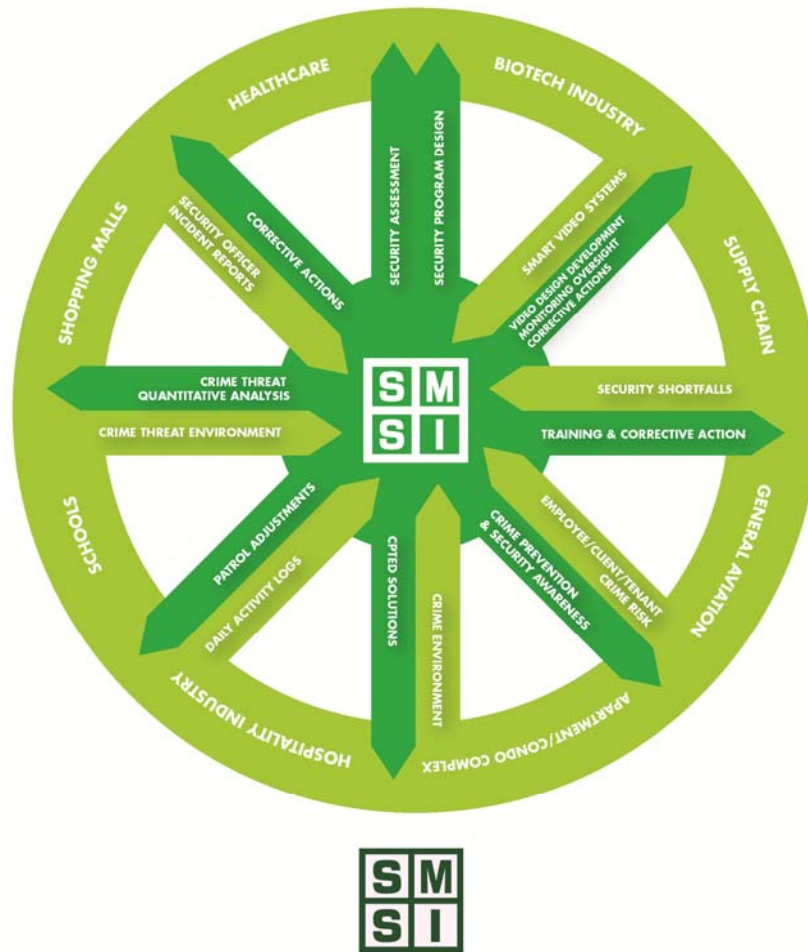




## Security Management Support (SMS)

### The Cost Effective Security Management Alternative



### The Security Management Support (SMS)

Graphic above reinforces the notion that security is a *situational discipline*. This means that, no matter, what industry is being served, the security program must be attuned to the special needs of each industry, and it must be responsive to the ambient threat environment. Additionally, the **ambient threat environment**, both internal and external, is not static. Security decisions should not be driven by emotion or preconceived notions. **Security decisions must be data-driven and data will validate or invalidate security decisions with the passage of time.**



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**SMS (Security Management Support)** is an idea whose time has come. **SMS** is a support service for the management of security programs. *The intention of **SMS** is to reduce overall security overhead and related costs, as well as reduce liability, and at the same time, improve the security posture of the enterprise as a whole.*

This service includes, but is not limited to the management support of security programs for:

- Hospitals
  - Walk-in Clinics
  - Extended care facilities
  - Behavioral Health facilities
  - Medical Office Buildings
- Shopping Malls and niche Shopping Districts
- High-rise Office Buildings
- The Lodging Industry
- Condominium and Apartment Complexes
- Supply Chain Terminal and Distribution Center/Warehouse operations
- Small to Medium Manufacturing operations

### **Security is a Situational Discipline**

**This requires a security management team that understands “one size does not fit all.** From an overhead perspective, well qualified, Board Certified Security Managers drawing six-figure salaries can strain security budgets. On the other hand, the costs for contemporary security technology are continuing to become more affordable. This is good news in light of the fact the most costly security remedy, security personnel, continues to rise.

The **SMS Team** will be able to provide our clients with cost efficient security design by ensuring that all security vendors are providing relevant and cost-efficient solutions that actually work. The **SMS** team will also ensure that



SECURITY SITUATIONAL DISCIPLINE





security staff are properly trained, will periodic refresher sessions. **SMS** will also promulgate the establishment of internal crime prevention strategies which involve all employees.

Business enterprises that cater to the public, as well as supply chain intermediaries are frequently to having to deal with the demands of inadequate security in the form litigation claims, where the claim of “inadequate security” is made by a wide range of plaintiffs. The **SMS Team**, most of who have extensive experience as forensic security experts, understands the dynamics of the mitigation of risk.

Security is a **Situational Discipline**, which means one size does not fit all. The efficacy and adequacy of every security program must be driven by a unique set of needs. Obviously those needs must be determined by qualified security professionals.

Through this Program, the **SMS Team** will be able to support a lessor experienced security management, such as a retired police officer, by backing this individual up with our considerable expertise and experience, as well as training.

Thanks to **Report Exec** and cloud services, the **SMS** security professionals will be able monitor and review networked based Daily Activity reports, Incident Reports and network video as a means to keep the security program responsive to ever-changing needs.

### **The First Step**

The first step in the process would be to conduct an **Initial Security Assessment** of your facilities for the flowing reasons:

- Define the Threat Environment
  - Crime Data
    - External
    - Internal
  - Fraud
  - Information Protection
- Review all Security Service Contracts
- Evaluate security systems & design
  - Lock & Key Control
  - Access Management Systems



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- Video Surveillance Systems
- Visitor and Vendor Control
- Alarm Systems
- High Value Protection
- Employee Background check protocols
- Lighting
  - Interior
  - Exterior
- CPTED Design
- Security Guard Operations
- Workplace Violence Prevention Program
- Exterior Security, including Parking Facilities
- Perimeter Security

The next few pages will explain how these services will be delivered in manner designed to meet the unique and specific security needs of every client we serve.

*Our SMS Team has over 100 years of accumulative security experience across many venues. We have served as forensic security experts in hundreds of security litigations covering over 46 states and the Caribbean.*

After the initial assessment has been completed, the **SMS Team** will put together a need driven security program and will provide the necessary expertise to sustain that program going forward.



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COMPETITIVE EDGE  
SOFTWARE, INC.



**Security Management Services International** and **Report Exec Software** have teamed up to offer a unique cost/efficient security management support service without diminishing the scope of the existing security program. In fact there is a greater likelihood that the administrative costs of the security program will go down, and the quality of the security will be improved. One of the many reasons we are using **Report Exec** is to insure that security decisions, going forward, are data-driven.

**Competitive Edge/ Report Exec** has been around since 1995 and over that time, the **Report Exec** system has continually evolved and modified to meet the needs of today's security challenges. With the passage of time, the security demands of most businesses have become more complex. Each industry has its own special security challenges. Even within specific industries, such as healthcare, shopping malls and manufacturing operations, the security needs are differentiated from one location to another for a myriad of reasons, not the least of which is a diverse threat-environment.

Once Incident Reports and Daily Activity Logs are entered into the **Report Exec** server, they are available for analyses. Compare this methodology with the old days (and not so old days), when Incident Reports were handwritten. Those reports were typically stored in file drawer, or binder never to be seen again, other than when they were subpoenaed by a plaintiff's counsel. In most cases these reports were never the subject of trend analysis, nor were they an effective tool for budget justification.





Thanks to companies like **Competitive Edge**, those days are over. With security software, these kinds of reports have become an effect security management tool. Both long and short range analysis is readily available in support of the budgetary process.



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Because Report Exec is a cloud based Security Management System, as the graphic above depicts, the Daily Activity Logs and the Incident Reports, posted in the field via the on-site computer, or portable hand-held devices, will become available to the SMS Team for review, trend analytics and suggested corrective actions. This means that the **SMS** team of Board Certified Protection Professionals, accumulative experience of 100+years will be able to offer contemporaneous practical and cost-effective corrective actions. This means the security anomalies are more likely to be corrected before they become trends.

### **SMS Methodologies & Benefits**

Security is also a dynamic discipline, which means: What is adequate today may not be sufficient tomorrow. It is for these reasons, and others the **SMSI Inc.** has teamed up with **Report Exec**, a Wisconsin based Security Management Software Company. The use of this software will enable our Security Management Support (SMS) team to effectively support the management of your security program, minus the payroll burden of a **Board Certified Protection Professional (CPP)**.

The analytic capabilities of the cloud-based **Report Exec** software will enable the **SMS** team to effectively make the necessary adjustments to the onsite security program predicated on documented need analysis and the identification of emerging trends. We know that when security weaknesses are spotted in the incipient stage, corrective actions are almost always less costly, as well as more effective, and will unusually prevent an anomaly from morphing into a dominant trend. From every perspective, we are looking at cost efficiency.







The **SMS Program** is able to support a less experienced security management, or even a security manager who is wearing more than one hat, such as Manager of Safety, Manager of Support Services or Facilities Management. As the graphic above depicts, when security officers record their Daily Activity Reports and/or their Incident Reports, the **SMS** team of security professionals will be able to analyze thru information provided and recommend timely corrective actions appropriate to threat mitigation. Because **Report Exec** is cloud bases, the **SMS** team will also be able to spot trends in the incipient phase, when corrective action is most effective in achieving long term results. (See the graphic at the beginning of this section.) In most cases, the earlier corrective action is applied, the less costly is that corrective action.

The **SMS Security Team** will also be able to develop crime prevention strategies, as well as workplace violence preventions strategies driven by the information and analytic capability of **Report Exec**.

The **SMS** team and **Report Exec** Team will provide the initial setup of **Report Exec**, thereby providing a turn-key tool ready to go on day one. This service also will include a training program for all those doing data input.

### Video Surveillance Option



Onsite monitoring facilities are expensive to set-up and more expensive to maintain. At minimum monitoring centers require 4.5 FTEs (or even 9 FTEs). With today's technology, such as video analytics (smart cameras) and the ability for off-site monitoring, our client may choose to send their video images to a 3<sup>rd</sup> party monitoring center. The **SMS Team** is able to help with that process, while at the same time, protecting the best interests out client.

Network based video also provides **SMS** with an available tool to analyze recorded security breaches, as means to recommend corrective actions from any location. Off-site monitoring centers also have the capability to do virtual patrols and virtual escorts. On site security personnel in the field will be able to view real-time video on a hand held device, such as an iPad while in-route to the security breach, in real time.







### **Security Awareness/Crime Prevention Training**

One of the most cost-effective tools the **SMS Program** can bring to the table is to ensure that all employees become part of the solution through security awareness training (*internal crime prevention*). Behavior modification training is the most cost effective of all security methodologies. Most employees are agree to be part of the solution, and it is in their own self-interest to participate.



### **SECURITY SOLUTION HIERARCHY**

Finally, the goal of all the services alluded to herein, is to develop and to support a security program that is need driven, and one that produces real and measurable results.

The **Security Solution Hierarchy** depicted here, is intended to provide a logical construct model from which to build a cost effective security program. The objective is to apply less costly security remedies, before applying the most costly remedy, security personnel.

This model is also a blue print for maximizing ROI for any security program. This model is applicable for day one. It is also an effective model to follow when the data derived from **Report Exec** suggests modifications in the security program are

needed. As the top of the **Security Solution Hierarchy** shows, security personnel are the most costly countermeasure, largely because it is a recurring cost.

By following the guidelines we have proposed. The return on investment for security personnel will be optimized.





## **Summary**

The purpose of this offering is to provide a roadmap for a new security program or for the revitalization of an existing security in as cost efficiently as possible, without sacrificing effectiveness. This introduction is intended to briefly summarize the benefits of the **Security Management Services** team of **Report Exec & Security Management Services International, Inc.**

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