

Professional Services Case Studies

Security Training Services—Case 1

Background

A leading global energy corporation wished to ensure that security staff based in sites throughout Mainland China conducted the operation of each site's Lenel-based security systems with an awareness of and compliance with fully standardized work procedures. In May 2011, ICD helped the client to organize a training session for 10 of the client's security personnel, based in Shanghai, Beijing and Guangzhou. Training was conducted in Shanghai and lasted 2 working days.



Client's Shanghai Technology Center

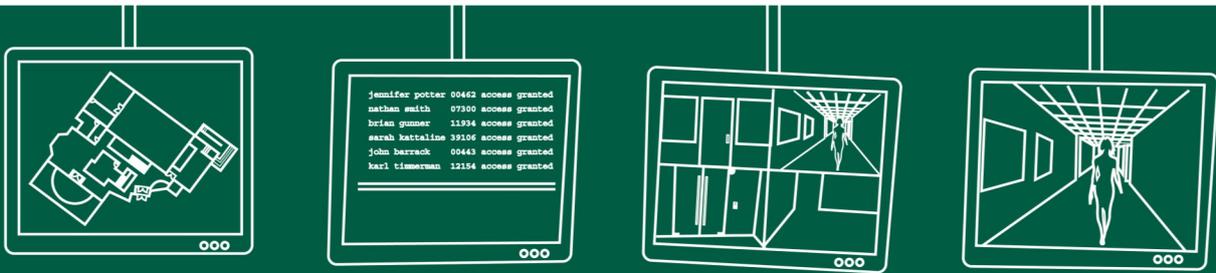
Training Scope

The client's security staff were first given an overview of Lenel system hardware architecture to provide a technical context to the execution of their daily operations. The staff were then intensively trained in the standardized system administration procedures desired by the client, including effective card management, visitor management, alarm monitoring, video management and system software maintenance. System maintenance training included an experience sharing session between ICD's training staff and the course participants to highlight commonly encountered troubleshooting issues. In addition, the course was designed to allow each participant to conduct training independently for other team members after returning to their sites.

Capabilities Acquired by The Client

After participating in ICD's professional training course, the client's security staff acquired a complete awareness of the steps required to conduct security administration in accordance with the agreed standards. Moreover, the ability of each course participant to train the rest of their onsite team members was a significant source of long-term added value for the client's security teams throughout Mainland China.

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Professional Services Case Studies

Security Training Services—Case 2

Background

The client is Asia's leading provider of premium offices and facility management and serves many of the highest profile companies with a presence in the region. Handling security requests from their clients is a key component of the client's core business, so it was essential for the client's staff to be fully familiar with the correct administration of the security systems used on their premises. ICD had already helped the client to integrate security systems for 6 sites in Beijing and Shanghai and was considered by the client to be a highly trustworthy vendor capable of offering valuable expertise on security matters. The client therefore approached ICD to conduct a comprehensive systems training program for the security staff based at both their Shanghai and Beijing offices.

Training Scope

ICD's arranged for a security professional with more than 10 years experience as a system integrator to provide training for staff in each location. Training was conducted over the course of 2 days in each office, and was provided to a total of 13 of the client's security staff. The staff received a detailed overview of the features and functions of the client's Salto-based security management system, as well as an in-depth tutorial on the effective operation and maintenance of the system's software and equipment. In addition to systems training, the courses in each region provided a platform for detailed feedback from each of the staff on their experiences of operating the system in the field.

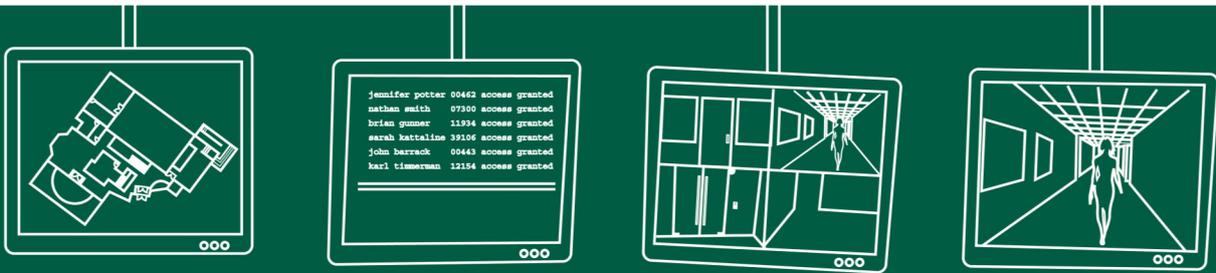
Capabilities Acquired by The Client

The client's security staff are now fully trained to operate the security system and provide effective responses to security requests from those receiving the client's facility management services. What is more, the feedback from the group discussions in each training session provided the client with the opportunity to review and optimize their security administration procedures to enhance the user experience of their clients even further.



Client's Shanghai Offices

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Professional Services Case Studies

Security Training Services—Case 3

Background

An industry leading project management company with a global presence wished to promote an awareness of security concepts among their Shanghai project team members in order to help their clients make more informed decisions as they purchased security equipment required for office fit-out projects.

The company had already worked with ICD for a number of years and considered us a valuable partner for implemented security systems. In June 2012, the company decided to take advantage of our expertise to expand the security knowledge of their Shanghai staff.

Training Scope

ICD conducted a 2 hour lunch workshop session for 20 the client's Shanghai employees. Training covered a general introduction to security systems typically used by the company's clients, security risks that need to be considered when implementing office projects, an introduction to the types of security equipment typically required, and a tutorial on the correct way to prepare quotations for security products provided by the company's equipment vendors.

Capabilities Acquired by The Client

The training session conducted by ICD's Shanghai staff allowed the company to achieve a more complete understanding of the security issues and risks that potentially affect the implementation of office fit-out projects. As a result, the company's project team is able to deliver project management services at an even higher professional level and is able to help clients plan tenders much more effectively.



Future project in Shanghai

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