

## CASE STUDY

# Elevate Your Security Operations With Real Time Reporting & Monitoring

## About Inter-Con

Established in 1973, Inter-Con is a security company that operates globally and is recognized as one of the leading providers of high-quality security. Inter-Con has been operating in Mexico since 1987, providing services to national and international organizations. Inter-Con Mexico serves more than 400 business partners in over 1,000 locations. Its security personnel provides services to industrial companies, department stores, construction sites and several more.

## The Challenges Facing Security Operations

Prior to Trackforce Valiant, Inter-Con was using a legacy guard tour system that wouldn't allow them to capture video or photos, access and send information to all stakeholders in real-time or monitor guard tours using GPS tracking. Without automation, reports were sent out manually. They needed to improve communication, organization and compliance. Inter-Con wanted to find a solution that would make it easy to track, monitor and access information quickly.

Inter-Con wasn't just looking for a security system. They wanted a complete, easy-to-use software solution with real-time monitoring capabilities. Inter-Con realized they needed unique and customizable technology to improve communication and quality of service.

“Trackforce Valiant has helped us generate more value and trust with our clients. Once we introduced Trackforce Valiant, we were able to completely move away from the legacy guard tour system we were using.”

**Hector Guerrero**

Sales Manager of Inter-Con Mexico



## Using Trackforce Valiant as a Solution

After meeting at a security trade show, Trackforce Valiant and Inter-Con began working together to generate additional value for their services and clients. Mauricio Agelvis, the Technology Manager of Inter-Con in Mexico, championed the implementation of Trackforce Valiant's platform to better serve their clients.

Trackforce Valiant's Customer Success team helped Inter-Con get started and was there every step of the way. "The Trackforce Customer Success team helped us by answering questions, as well as providing feedback and support," stated Agelvis. m-POST mobile application enabled Inter-Con to automate and monitor guard tours, view complete reports and access information in real time.

## The Results

Inter-Con has been able to simplify daily guard tasks while improving incident and hazardous activity response rate with Trackforce Valiant's easy-to-use security management platform. "Trackforce Valiant has helped us generate more value and trust with our clients. Once we introduced Trackforce Valiant, we



were able to completely move away from the legacy guard tour system we were using." Said Hector Guerrero, Sales Manager at Inter-Con Mexico. Monitoring guard tours, recording incidents in real time and scanning NFC tag checkpoints using mobile technology increased the satisfaction of their customers. Inter-Con Mexico has also seen a decline in events such as vandalism, assaults and thefts since the introduction of the Trackforce Valiant platform in January of 2015.



## About Trackforce Valiant

Trackforce Valiant offers the most comprehensive security management software solution that makes it easy to track, monitor and analyze security operations in real-time. From incident and activity reporting to visitor management, Trackforce Valiant's software platform is completely customizable and easy-to-deploy. Companies can increase productivity and build trust with stakeholders while reducing costs and risk. We work as a team with each client to meet their unique needs. That is why more than 20,000 companies in 45 different countries partner with Trackforce Valiant to optimize their security operations and manage their workforce.



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