



Success Story

Client: Shell International

Sector: Energy
infrastructure

Our Service: 24/7/365 Monitoring and IT Managed Service that covers all the IT networking and

Security Monitoring and Management for vacated office space for Shell International in Reading.

Background

In 2017 Shell UK vacated three large office located at Thames Valley Park in Reading. As the lease on the premises is to last for many years to come, Shell required the buildings to be highly secure and maintained to a high standard. Together with Sodexo, who provide the Building Management Services, UKN Group have been contracted to provide a comprehensive 24/7/365 Monitoring and IT Managed Service that covers all the IT networking and infrastructure, specifically the Security cameras, door entry systems, fire detection and to monitor the regular site security checks.

The Solution

UKN Group have set up a manned security operations facility at Headquarters with large screen monitoring of the CCTV network, the fire detection system, door entry systems and the network. A comprehensive Operating Level Agreement is in place between Shell, Sodexo and UKN Group that define the precise workflow and escalation procedure to be followed in the event of an alert being raised. This includes immediate contact to emergency services.

Benefits

Shell selected UKN Group because we offer a comprehensive 24/7/365 Managed IT service with highly adaptable and competent Professional Services and Service Delivery Management capability that works very collaboratively with a number of parties who have responsibility for software services and security personnel to keep the building safe from intrusion, fire and damage however caused.

"UKN Group have worked extremely diligently with considerable flexibility to develop a solution to the security monitoring requirements of Shell. They have more than meet the requirements for Shell, the Landlord of the premises and equally important the Insurance companies that together have demanded a robust and high-quality security service. UKN Group's friendly, supportive and personable team have ensured a cost effective a robust solution is in place for as long as necessary."

Ray Green, Building Services Manager -UK South,
Shell International Limited

For Further information on how UKN Group can support your IT and Security requirements, please contact sales@ukngroup.com or call 0845 643 6060