

# The On-Demand Loss Prevention Toolbox

**O**n-Demand. This phrase seems to be everywhere these days... on-demand video, on-demand computing, on-demand information. Seems like everyone wants what they want now. Human nature has always been that way. When someone wants or needs something, they want it now, not later. Too often in life, and in business, the waiting is the hardest part.

Why has this phrase become part of the vocabulary of business over the past few years? The simple truth is that it is more cost effective to use resources that are available when you need them than to always carry the cost of having the resources standing at the ready. It is as simple as turning on lights when you need them rather than burning the bulb twenty-four hours per day.

Having a toolbox filled with every tool that will ever be required for every job is a mechanics dream; this is also every loss prevention manager's dream. Unfortunately, budget constraints often limit the number of LP tools available in the toolbox. The build or buy decisions are often hard decisions that can increase abilities in certain areas while limiting others, because there is only so much money available for either task.

In an effort to provide a robust toolbox to LP managers and corporate planners, Security Resources has launched a new division called The SRI Group that provides on-demand investigative resources nationwide.

## A Nationwide Network of Elite Providers

The SRI Group manages a nationwide network of elite service providers that have been carefully selected based upon their skills, experience, and ability to react quickly when the situation calls for it. The range of skills and reach of the network are unequaled by other networks or individual companies.

The service providers represent a diverse range of skill sets that include:

- Investigators,
- Surveillance teams,
- Financial examiners,
- Interviewing,
- Undercover operatives,
- Shopping services,
- Security guards as well as other skills.

**Credentials Screening.** In order to become a member of the network each company passes through a screening process that identifies their skills and resources. Additionally, The SRI Group delves into the performance of each provider by speaking with reference clients and verifying state certifications and licenses. A provider profile is developed that allows The SRI Group to quickly identify network providers that match the needs of a given client engagement. When possible, the provider's credentials are scanned and stored in the provider database so as to be available on-demand.

**Performance Index.** On-going, the network provider's performance is continually tracked and a proprietary strengths index is updated as engagements are completed. The strengths index gives both The SRI Group and its clients a window into the performance of a given member of the provider network. This goes a long way to mitigate the uncertainty of outsourcing functions that down the road may have to stand up to judiciary scrutiny.

Ron Raymond, a LP industry veteran, has found The SRI Group to be a great resource for many specialized LP skills. "I wish we had a service like this twenty years ago. A network like The SRI Group could have saved us a boatload of time and money; instead of having our internal staff scour directories for local contractors, when we needed extra help. Even when you're running an LP department for a large organization you sometimes have to go to the outside for

### Mobile Surveillance Team

A client calls into The SRI Group with a request for a mobile surveillance team in Chicago for tomorrow afternoon. The need for rapid and complete information is paramount. A SRI Group case manager queries the network database and identifies three potential service providers. If three providers are identified as having the required skills, the case manager can immediately let the client know that of the three providers, one has a strengths index of eight out a possible ten. The next has a rating of six, and the final provider has no score because they have never handled that type of assignment through the SRI Group network. This gives the client a yardstick by which to measure potential resources. At that point the client may wish to see credentials and proof of insurances. The case manager can retrieve these items from the provider database and email the client for review. In the past, identifying three potential vendors, checking their references and credentials at best would take days or at worst weeks. The SRI Group compresses the time cycle to minutes because the collective legwork was done before the client ever had the need for the provider's services.

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### Experience with On-Demand Services

Security Resources is no stranger to handling on-demand services. For the past six years, through one of their other divisions, they have been providing XpressGuard® emergency uniformed security personnel nationwide with as little as four hours notice. In addition, they have been providing XpressGuard® Alarm Response services for the last two years to counteract the growing problem of police non-response to intrusion alarms.

Joe Malone, CEO of Security Resources, points to two key ingredients to being able to provide on-demand services. “We have a strong skill set in running a 24/7 call center. In order for our clients to be able to rely on us, we need to be in position twenty-four hours per day, 365 days per year. Running the XpressGuard business for the last six years has taught us a great deal about what it takes to make a network like this run efficiently.


“Just as important as having our call center staffed and running smoothly is our technology,” adds Malone. “We have made a considerable investment into our systems so we can identify resources quickly and know what the given strengths and weaknesses of each provider are. In our database each provider has a skills profile with a corresponding strengths index. When a client calls in and needs a given resource, we can quickly identify which providers have the needed skills.”

The SRI Group’s call center is separate from the XpressGuard call center. In fact, almost all aspects of The SRI Group have been separated from the parent company’s operations with the exception of accounting and senior management.

“We thought it would be better for The SRI Group to act independently of our other operations because the investigative business is very different from the guard business,” explains Malone. “When a client calls into The SRI Group, their call is answered by a trained investigator who will be acting as the case manager as the project moves forward.”

Security Resources, Inc. is a subsidiary of Security Resources International, Inc. Operating through its subsidiaries, Security Resources International provides security and investigative solutions throughout the United States and Canada.

To learn more about The SRI Group, you can visit them on the web at [www.srigroup.biz](http://www.srigroup.biz). ■



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