SICURITALIA®

Group Overview

Private Security

Transfer and Handling of Valuables

Fiduciary Services

Security Systems

Intelligence & Risk Management

Cyber Security

Soft-Facility Management

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About us

Sicuritalia is the leading player on the Italian security market, in terms of size, growth rate and economic-financial solidity.
Sicuritalia operates in close contact with the major interlocutors of industry, banking, commerce and the public administration, offering a range of integrated services for Security and Soft-Facility Management.

Sicuritalia's mission consists in providing organizations and private clients with all the necessary services, technologies and products to ensure an integrated response to the demand triggered by a natural desire for security, combined with an optimal use of occupied spaces.

The provision of services is tantamount to being at the service of the user.
The culture of Sicuritalia, from the switchboard operator to top management, pivots around the client's total and complete satisfaction.
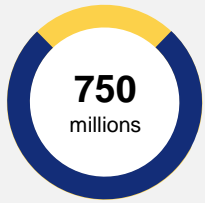
All companies of the Sicuritalia group are certified ISO 9001:2015.
Key figures within the organization are in charge of gathering information, assisting clients and implementing any corrective measures.
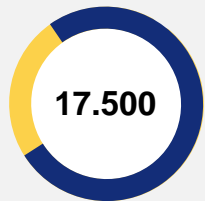
Numerical data and branches

Sicuritalia guarantees direct and widespread management covering the entire national territory, thanks to a logistics structure consisting of 74 Operations Centres, located in the main metropolitan areas of Italy as shown on the map:

750 millions

REVENUES (Euro)

17.500

EMPLOYEES

oltre **100** thousand

CUSTOMERS
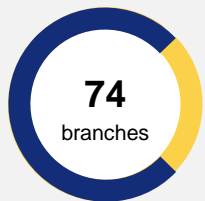
74 branches

LOCAL BRANCHES FOR SALES&OPERATIONS

Colour intensity indicates density average number of customers per area.

Our branches

ANCONA
AREZZO
BARI
BARLETTA-TRANI-ANDRIA
BELLUNO
BERGAMO
BOLOGNA
BOLZANO
BRESCIA
BRINDISI
CAGLIARI
CAMPOBASSO
CHIETI
COMO
CREMONA
FERRARA
FIRENZE
GENOVA
GORIZIA
L'AQUILA
LODI
LECCO
MILANO
NAPOLI
PADOVA
PALERMO
PARMA
PERUGIA
PIACENZA
PISA
PISTOIA
PORDENONE
POTENZA
REGGIO EMILIA
ROMA
ROVIGO
SALERNO
SASSARI
TERAMO
TORINO
TRENTO
TREVISO
TRIESTE
UDINE
VENEZIA
VERONA

Our presence abroad

Sicuritalia operates abroad through a company, part of the Sicuritalia Group: MAAT Group BV.
In addition, Sicuritalia has an **established partnership** with **Securitas,** one of the world's largest security companies.
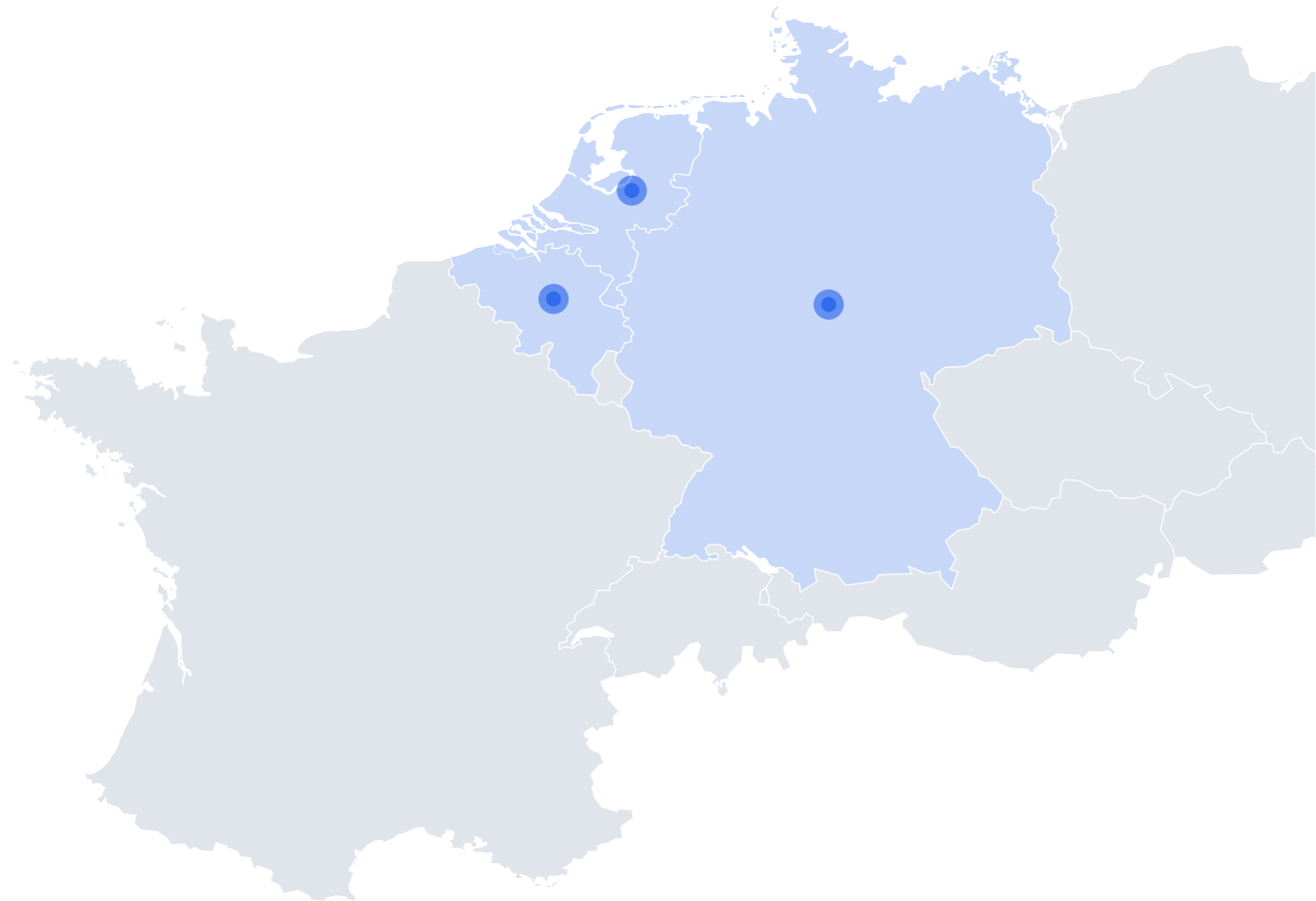
MAAT Security specializes in the security for the sectors:

- Retail
- Logistics
- Fashion
- Event management.

It has operational offices in Belgium, Holland and Germany.

Sicuritalia is a Certified Partners of Securitas which is present in 46 countries across Europe, America, Asia, Africa and Australia.

Countries in which there are companies that are part of the Sicuritalia Group.

Our range of services

Sicuritalia is possibly the only Italian company able to lay claim to the necessary expertise and organization to effect the **coordinated and unitary management** of a wide range of Security and Soft-Facility Management services, traditionally provided by several different suppliers, each one in possession of specific skills and experience. In this way, the Group offers the economic and organizational advantage of one **sole interface**, in the form of a Global Security Service in those regions where it operates directly or as a Main Contractor wherever operating through independent experts.

Security

With regard to **SECURITY** activities, Sicuritalia may be considered a "**Global Security Service**", since it provides a vast range of services, technologies and products which add up to an integrated response to the need for security expressed by the market.

The range of available services spans the following ambits:
- **Private Security**
- **Transfer and Handling of Valuables**
- **Fiduciary Services**
- **Security Systems**
- **Intelligence & Risk Management**
- **Cyber Security**
- **Travel Security**

Soft-Facility Management

With regard to the activities of **SOFT-FACILITY MANAGEMENT**, Sicuritalia offers a number of services aimed at preserving, transporting and optimizing the use of company assets and premises.

The main area of direct provision is that of **Environmental Sanitation and Cleaning** services while, through the consortium company, **Sicuritalia Global Service**, the offering is extended to all those services typically comprised in Soft-Facility Management, such as Logistics, Tourism/Museums and services for the Hospitality industry.

Security Services

Private Security

- 24h security operations hub.
- Centralized alarm and video alarm alerts.
- Intervention of armed Security Guards following an alarm alert.
- Dynamic or permanent patrol by armed Security Guards.
- Security Guards' patrol of tram-railway, port, airport environments, also entailing the use of dogs.
- Convoy and custody of valuables in transit.
- Robbery prevention service.
- Prevention of shoplifting.
- Video surveillance and video inspections.
- Inspections with electronic certification of activities.
- Cyber Guards.
- Robbery prevention inspections (prior to arrival of employees).
- Opening/Closure with key security service.
- Personal Tracking.
- Satellite burglary and theft protection.

Security Services

Transportation and Handling of Valuables

- Transportation of valuables (banknotes, coinage, foreign currency).
- Transportation and handling of Values transiting from and to Bankitalia.
- Transportation of dedicated valuables.
- Handling of other kinds of valuables (debit cards, credit cards, cheque books, etc.).
- Counting of valuables delivered to the Client, subsidies for customer branches.
- ATM management (cash loading and interventions of 1st and 2nd level).
- Installation and maintenance of cash deposit systems.
- Automation of cash management functions by means of smart safes.
- Maintenance of security equipment and armoured vehicles (1st and 2nd level interventions).

Security Services

Fiduciary Services

- Reception and caretaking services.
- Cyber reception.
- Switchboard and mailroom management.
- Access control of people, goods and vehicles.
- Reception and registration of visitors/ issue of passes.
- Handling of registers (entrance/departure, safe storage of keys, lost property, operators' attendance/shifts).
- Monitoring of video surveillance systems, aimed at carrying out the access control activity carried out by the Customer's control room.
- Assistance during trade fairs, events and museum activities.
- Fire prevention and first aid.
- Nursing services.
- Provision of drivers for people carrying vehicles.
- Fiduciary services for tram-railway networks.
- Doorman services for flow management and control on behalf of the client.
- Licensed hostesses and stewards.
- Licensed stewards for stadiums.
- Unlicensed hostesses and stewards.
- Shoplifting investigation services.
- Outsourced management of fuel stations.

Security Services

Security Systems

- Engineering, installation and maintenance of security systems:
    - Anti-intrusion systems.
    - Access control systems.
    - Fire detection systems.
    - Reception and Cyber Guard systems.
    - CCTV systems.
    - Systems for remote video surveillance services.
    - Audio EVAC systems.
    - Drones and robotics for surveillance and security.
- Security Design & Engineering.
- Security System Integration.
- Remote-controlled security systems.
- Remote maintenance.

Security Services

Intelligence & Risk Management

- Advisory service for Risk Management and Security:
  - Risk Assessment.
  - Outsourced Security Office.
  - Physical Penetration Tests.
  - Security training.
  - Security Governance & Policies.
- Investigations:
  - Into absenteeism and special permissions.
  - To curb theft, fraud, sabotage, unfair competition.
  - Forensic investigations and data acquisition.
  - Environmental and digital decontaminations.
  - Loan and sale of investigative technologies.
  - Technological investigations.
- Intelligence:
  - Market intelligence.
  - Reputational reports.
  - Due diligence.
- Security of travelling personnel & crisis management:
  - Country Intelligence.
  - Executive Protection & Close Security.
  - Travel Consulting.
  - Travel Care Services.
  - Travel Security Operation Centre.
  - On Site Services.

Security Services

Cyber Security

- Consulting.
- Privacy & Compliance.
- Vulnerability Assessment and Penetration Test.
- Managed Security Services.

Soft-Facility Management Services

Cleaning and Sanitation

- Civil and industrial cleaning services:
  - Office cleaning;
  - Technical cleaning operations on industrial sites;
  - Cleaning of Healthcare facilities;
  - Cleaning of high footfall areas (railway stations, ports, airports, etc.);
  - Cleaning of cultural and associative environments;
  - Cleaning of external/internal windows and doors, also with the aid of aerial platforms.
- Specialist cleaning operations.
- Sanitation and disinfection services.
- Pest control and extermination.
- Garden maintenance.
- COVID-19:
  - Disinfection with Hydrogen peroxide;
  - Disinfection with Spray and disinfectant;
  - Sanitization of A/C systems.

Soft-Facility Management Services

Logistics

- Logistics, storage and transportation of goods:
  - Collection and storage of goods;
  - Manual and mechanized handling of goods;
  - Manual handling of fragile goods and production of special customized packaging;
  - Transportation of documents;
  - Computerized warehouse management;
  - Disassembly/assembly and relocation operations;
  - Compilation, verification and consignment of documents accompanying goods in transit;
  - Preparation and processing of purchase order items.
- Postal services:
  - Mailroom management;
  - Printing, enveloping, sorting and delivery of outgoing mail;
  - Document management services and computerization of hard copy documents;
  - Notification of public/private deeds and tax demands.

Soft-Facility Management Services

Tourism and Museum Activities

- Reception and InfoPoints.
- Guide to teaching support.
- Management of ticket offices and bookings.
- Sales point management (bookshops and souvenirs).

Soft-Facility Management Services

Hospitality and Catering

- Cleaning services, Housekeeping, Reception, Laundry, Office cleaning:
  - Room cleaning and tidying services.
  - Housekeeping.
  - Door services/ Porterage.
  - Laundry management.
- Restaurant and bar services:
  - Dining room waiters.
  - Maîtres.
  - Barmen.
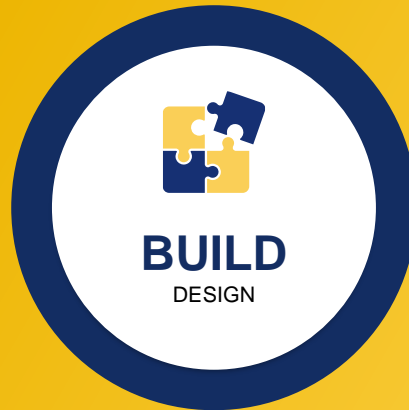 - Dishwashers.
  - Kitchen staff.

Our approach

DESIGN
CONSULTANCY

BUILD
DESIGN

OPERATE
MANAGEMENT

BENCHMARK VS AS IS OFFER

WIN-WIN CLAUSES

- Desk Assessment
- Techno-economic analyses and optimization
- Risk assessment
- Solution processing and sharing
- SLA and KPI definition

- Implementation of design choices.
- Integration of security technologies, ICT and human resources
- Preparation of techno-operational manuals for processing purchase orders

- Management and on-going monitoring of purchase orders
- Periodic steering committees
- Application of the Quality Program

SUPPLY CHAIN ENGINEERING

ON-GOING EFFICIENCY IMPROVEMENT:

- Engineering design and redesign.
- Added value solutions in the ambit of Security and Soft-Facility Management in terms of:
  - Technological innovation.
  - Organization of operational resources (training, supporting tools).
  - Definition of procedures and processes (emergency management, inspections).

- Periodic assessment of SLA and KPI.
- Definition of growth/optimization plans and any necessary recovery operations.

The integrated management model

Sicuritalia has developed an integrated model of service management and security technologies combining the maximized efficacy of the defined solutions with an optimization of their efficiency/cost ratio, while guaranteeing a future of constant improvement.

SERVICES AND TECHNOLOGIES

DEDICATED ACCOUNT TEAM
Proactiveness, transparency and ongoing improvement thanks to periodic refresher meetings and analyses of SLA and KPI.

SECURITY OPERATIONS CENTRE
Enables the monitoring of technological systems and the immediate management of interventions.

MANAGEMENT SYSTEMS
Web-based tools for the management of the Key Performance Indicators pertaining to the purchase order with periodic reporting.

TECHNICAL OPERATIONS CENTRE
Enables the management of tickets relating to the maintenance of technological systems and guarantees a technical and expert analysis of the event in support of the security operator.

TECHNICAL ASSISTANCE POINT
A widespread technical assistance network located throughout the country.

CUSTOMER SERVICE H24/365
One contact for all requirements operative 24h.

CENTRALIZED ORGANIZATION AND LOCAL COORDINATION
One centralized management of order processing, personnel and operations pertaining to both services and technologies.

Our CRM

The **Sicuritalia CRM** is a **proprietary management system of web-based purchase orders**, focused on the planning, management, control and reporting of services provided by our operators to Clients. Entitled end-users may share operational and administrative information and monitor the services provided in real time.
The system is fully **interfaceable** with company applications, it is easy to use and integrated with all the technological systems used by our operative staff during service provision.

IT IS ABLE TO GUARANTEE

Complete **computerized tracing and monitoring** of all services provided. The **planning of shifts** with the operators' names and working hours, as well as the sharing of operational data.

The creation and updating of **computerized service registers and access/visitor management through registration and digital signature**.

Support towards the correct provision of **standard services and the management of extraordinary or special client requests**.

Display and approval of all administrative documents necessary for invoicing.

USING DEDICATED TOOLS

WEB PORTAL (WEB RES)

Access interface and data management by means of a simple user-friendly browser menu within the system.

BI RES (SPLUNK)

Strategic information analyses and drilldown of operational and accounting data to generate standard and personalized reports.

MVNET

Receipt of multi-channel information (radio, digital, GPRS, ADSL) and interpretation of alert signals coming from the Operational Hub.

DB RES

- One single data bank recorded by Web RES and App RES.
- Logging of **guards' background data** and mailing of notifications on courses to be taken or renewed.

APP RES

- **Operators' georeferenced attendance records**;
- **Support towards operational activities and reporting**;
- **Constant exchange of data and information** between personnel and the Operational Hub;
- **Reports on service provision and anomalous events** to ensure performance of correct procedures and the recording of necessary information.

NAVNET

- **Georeferenced tracking of area patrols and internal/ external rounds, directly mapped on the website layout/maps**;
- Creation of **computerized reports** regarding service execution, inspection rounds effected and any alerts /SOS recorded and managed.

The Strengths of Sicuritalia

Sicuritalia, as the **sole interface**, **offers an exhaustive service,** by directly providing part of the services and coordinating and organizing the purchase order according to consolidated methods and procedures, in compliance with current legislative provisions, thus ensuring that outsourced services are provided according to pre-defined quality and quantitative standards through purpose-made Service Level Agreements stipulated with the Client.

Sicuritalia, with a view to outsourcing certain questions relating to company security and Soft-Facility Management, acts as an **interface** between multiple Client requirements and the numerous solutions available on the market, while offering, with its own organization and expertise, the best solution **nation-wide** for the specific needs of the user and the collaboration of the most qualified local operators and suppliers.

The integrated approach to problem-solving in the ambit of Security and Facility Management enables a **saving of resources and time, cost reduction, and an optimization of the efforts** invested in the management of any related problematic issues.

The provision of services is accompanied by:
- a web-based **CRM software** enabling the Client to interact with Sicuritalia and to monitor outsourced activities in real time;
- high-level and appropriate insurance coverage, also comprising **Contingency Insurance**, to afford protection against any risks not covered by the primary policies underwritten by the Fiduciaries.

To coordinate activities relating to purchase orders, Sicuritalia can count on their own **management hub,** equipped with the most avant-garde technologies and able to support all User operational requirements and to guarantee constant **control** over the services effectively performed and invoiced.

Some of our 100.000 Clients

www.sicuritalia.it