

APRIL 2008

gotcha!

THE MATRIX SECURITY NEWSLETTER

Criminal caught in Remuera

A wanted criminal is back in Police custody thanks to Matrix Security's quick response to a tip-off from a Remuera client. The Seaview Road resident reported spotting a man lurking in her driveway late at night and Matrix officers were on the scene within minutes. After checking the client's property, the officers then spotted a man fitting the suspect's description nearby. The Police were called and while a dog patrol tracked down and arrested the man - who was wanted on theft charges - Matrix officers located his vehicle, which was found to contain illegal drugs.

Matrix and Police nab thieves

Close co-operation between Matrix Security officers and the Police has resulted in the arrest of a gang of thieves. Asked by the Police to look out for suspicious vehicles whose occupants had been involved in property crime throughout central Auckland, Matrix officers spotted one of the vehicles in the Ponsonby/Herne Bay area. Matrix officers then kept the vehicle and its occupants under observation until the Police swooped and two offenders were arrested for numerous property crimes. Further arrests were made the following day and stolen property recovered.

Burglar caught in the act

Matrix Security's market-leading response time has resulted in another burglar being caught red handed. The offender triggered alarms when he broke into a Greenlane pharmacy and the first of the Matrix patrols was on the scene within two minutes. After confirming the thief was still inside the pharmacy, Matrix officers cordoned off the building and called the Police. The offender was challenged by Police dog units as he tried to make his escape and was arrested.

Matrix focuses on delivering a fast, effective response

In a security industry where response times of up to 30 minutes are considered 'normal', Matrix Security continues to set new standards in its drive to better deliver the fast, effective response that really matters to its customers.

Measured across suburbs, patrol run, and time of day, the latest figures from the company's incident-by-incident tracking system show that over the past year Matrix Security's average response time across the geographic areas it services is just 7.4 minutes. For example, in Remuera the company's officers responded to the emergency activations from clients' properties in an average of just 5.6 minutes. "The Police tell us that the average residential burglary takes eight minutes. So with that sort of response time, if a burglar attempts to enter one of the homes we protect in Remuera, there's a high chance they will be

caught," says Matrix Security CEO Scott Carter.

The company knows having credible information is vital as it strives to continually better its performance.

"We understand that what matters most to our customers is the certain knowledge that if something bad happens, they can rely on us to provide a fast, effective response.

"It's very easy for companies in this industry to get by on false promises. We deal in facts - even when they tell us things we sometimes don't want to hear.

"Obviously there are many things that can affect response times - especially in a city like Auckland where traffic conditions are often an issue - but we collect the information, good or bad. While we may not always meet our own lofty goals, that doesn't stop us being focused on achieving them, in all aspects of our service, every day."

Industry veteran joins Matrix team

A security industry veteran with 13 years experience has joined the Matrix Security team. He's Malakai Tameilau, who has been jointly appointed to the role of Night Operations Manager, alongside long-serving Matrix employee Henry Seve.

In his new position Malakai oversees what he believes is Auckland's largest overnight security operation, with 22 cars on the road proactively patrolling to protect clients' property.

Long aware of Matrix's pre-eminent position in the security industry, Malakai says he joined the company keen to help maintain the high standards it sets.

However, it hasn't taken him long to get a whole new appreciation of Matrix Security's operation. In terms of professionalism, teamwork and staff morale, his new colleagues at Matrix are ahead of anything he's experienced in the industry before, he says.



Malakai Tameilau...Matrix Security's joint Night Operations Manager.

[To back page](#)

South Auckland thief caught

Matrix Security's rapid response to an alarm activation in Buckland Rd, Mangere, has led to the arrest of a wanted thief. The offender triggered the alarms while attempting to break into commercial premises and had no time to make his getaway before the first Matrix patrol was on the scene.

Matrix officers searched the area and found the man hiding in nearby bushes. He was handed over to the Police who confirmed he was a known criminal.

Fast response catches intruder

Matrix Security's fast and effective response has nabbed another lawbreaker. Alerted by a late-night alarm activation, the company's officers converged on commercial premises in Onehunga. After spotting a suspicious vehicle parked nearby, a check of the premises revealed a suspect in the yard. He ran away when he saw the security officers. However the Police were called and along with Matrix officers cordoned off the area while a dog tracked and caught the offender.

Epsom offender caught by Matrix

Matrix Security's proactive response to any criminal offending has resulted in another lawbreaker being handed over to the Police, after an officer on Green Reflector patrol was flagged down by a distressed female in Campbell Road, Epsom. The woman, who had been the victim of a domestic violence incident, was comforted and initial details obtained which resulted in the Matrix officer locating the offender nearby. The Police were called and the offender taken into custody.

North Shore burglars' night spoilt

An on-the-spot Matrix Security patrol has prevented robbers getting away with the proceeds of a break-in on the North Shore.

Alerted by the sight of a car speeding away from an Albany service station in the early hours of the morning, a Matrix officer followed discreetly while advising the Police of his suspicions. Shortly afterwards however, the suspects lost control of their vehicle and ran off on foot. The Matrix officer directed Police to their abandoned vehicle which contained goods stolen from the break-in.

Great people = great service

Matrix Security's ability to provide outstanding service is based on robust systems and its #1 resource - its people.

"We understand that great service comes from great people - and particularly experienced people," says CEO Scott Carter. "That's why it's so important that we attract and retain top quality staff throughout the company."

Just how well the company has done in that regard - even in today's tight job market - was illustrated by the recent decision of former top detective, Neil Grimstone, to join Matrix Security.

But it's also reflected in the company's ability to retain key staff.

For example, of the 47 staff members involved in frontline patrols, most have been with the company for more than 12 months. And in the majority of cases, it's a significantly longer period than that.



Graham Qiri is one of the many Matrix Security staff with years of experience.

Similar levels of experience are standard throughout the company.

"We know how important it is to our clients to deal with familiar and knowledgeable staff, so we work hard to ensure we retain a stable workforce."

Call centre meets high standards

A key aspect of Matrix Security's fast and effective response to its clients' needs is speedy telephone answering.

It's an area where the company has set itself goals that are well ahead of accepted industry standards.

Matrix Security measures its telephone answering effectiveness against the speediest operators in the country - those answering 111 emergency lines.

Facing all manner of emergencies on a daily basis, the 111 lines' performance standard is to answer calls within 10 seconds.

And it's that very same performance measure that Matrix applies to ALL its

incoming calls.

"Our goal of answering every call with the same operational integrity as a 111 call is a daily challenge," says Chief Operating Officer, David Tombs.

"We'd be the first to admit we don't always achieve it, but it's definitely what we strive for."

Just how successful Matrix Security's Call Centre is in meeting that challenge is reflected in call tracking statistics that show the company's rate of 'abandoned' calls is less than 1 per cent - way below accepted international benchmarks of between 3 and 7 per cent for call centres.

From front page

Industry veteran joins Matrix team

But perhaps what impresses him most is the company's unique strategy of overlapping patrol areas.

"They are linked together like a chain," explains Malakai.

This ensures backup is always close at hand for Matrix Security officers and provides the

resources to enable the company to deliver on its reputation. Just how smoothly the Matrix operation works was graphically illustrated by a 'catch' in his first week on the job. Malakai was among the Matrix officers who rushed to Onehunga after an alarm activation and was impressed to see how professionally his team cordoned off the area and then worked closely with the Police to nab the offender.



MATRIX SECURITY GROUP LTD

Call Centre (24hours) 579 1567

Email: service@matrixsecurity.co.nz

"WHEN EVERY SECOND COUNTS..."

Accredited member of the

