

Protecting ~250 auto repair branches

Remote maintenance & customer portal

Chubb vision+ provides confidence around-the-clock that your people, property and assets are well protected, because you're connected to Chubb at all times through one or more of our remote protection services.

Chubb's remote maintenance service allows facilities and operational management teams to manage security and fire safety systems for a large number of sites with a solution that provides highly reactive, consistent, and prompt remote intervention.

Chubb's customer is one of France's leading automotive service providers. Our customer required security services that extended beyond traditional maintenance to provide consistent levels of security for approximately 500 sites with minimum disruption to their operations.

Customer Needs

- To maintain the effectiveness of security systems across approximately 250 branches.
- To efficiently manage site administration.
- For repairs and services to be dealt with promptly, with a clear process for escalation for people working in the branches.



Approach

Chubb was selected to maintain and service the security system for approximately 250 branches. Chubb worked with our customer to understand their requirements and to propose a solution that allowed the efficient, remote maintenance of the large portfolio of sites.

The contract includes an agreed number of physical and virtual maintenance audits. For issues that may occur outside of the maintenance cycle, employees in each of the branches are provided with direct access to Chubb's specialised service team to problem solve remotely. One of our dedicated remote technicians connect directly to the system on-demand.

If an on-site intervention is required or if Chubb's service team identifies the need for an on-site service, a technician is sent to the site, armed with the remote diagnostics, the site's history and any parts required.

All information is uploaded to Chubb's customer portal for facilities and management teams to have an overview of the contract: from the maintenance reports and service calls to outstanding quotations that they can authorise with the click of a button.

Project Summary

- Maintenance and servicing of integrated security systems across a large portfolio of sites to ensure consistent protection.
- Remote diagnostics of systems, with a technician assigned for any on-site intervention when required, equipped with site history and any associated parts.
- Dedicated phone number for direct access to remote technicians for prompt resolution of issues outside of planned maintenance reviews.