

Gilmour Infant School case study

Protecting your world

Project Overview

Gilmour Infant School, based in Liverpool, is a single storey school with nursery provision that is certified 'Outstanding' by a 2014 Ofsted report. Currently, the school cares for 232 children but is expected to grow by 90 pupils within three years.

These factors make a reliable, up-to-date fire and security system paramount for the protection of children, staff and property.

Customer Needs

- To ensure fire and security systems are up-to-date and reliable, safeguarding children, staff and property 24/7.
- To provide value for money and convenience with an integrated service.
- To be flexible in timings for servicing and installation.

Solution and Benefits

Chubb has provided an integrated servicing contract to cover fire and security equipment in classrooms, common areas, kitchens and workshops. Chubb also recommended and installed a monitoring network that connects the school's existing security infrastructure to the Chubb Alarm Receiving Centre that monitors and records activity for review.

"By offering an integrated contract, Chubb has been able to provide a tailored, highly versatile and competitively-priced service," says Marion De Vaal, business manager, Gilmour Infant School: *"Contract specific engineers are knowledgeable and maintain a good relationship with the school staff."*

De Vaal added she had been impressed by the speed of mobilisation of the contract: *"The flexibility Chubb showed in its timings to carry out work was excellent,"* she says, *"the engineers worked around us; rather than us working around them."*

General Manager at Chubb's Liverpool Branch, Gary Moffat, explained that offering a tailored, integrated service adds to customer convenience, and providing contract-specific engineers leads to service enhancement:

"The benefits of integrated services are becoming ever-apparent, as councils and companies seek the convenience of one single point of contact for all of their fire and security servicing needs," he says.

"Chubb has the versatility and flexibility to provide this with our unwavering commitment to improving the customer experience."

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Summarising Gilmour's experience with Chubb, De Vaal says that overall, Gilmour are very happy with the service Chubb provides: *"They deliver a comprehensive service, are very easy to contact, are versatile in their timings and the equipment they recommended and installed is easy to use."*



For more information please call

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Chubb Fire & Security