



ClearImage

Clear Image Case Study

Clear Image Group
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Project	On-site Maintenance: Leeds Metropolitan University
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Leeds Metropolitan University is one of the largest and most popular in the UK with over 52,000 students. At the very centre of the community and with students and staff at its heart, it's no surprise that Leeds Metropolitan University takes campus security very seriously.



In a bid to improve security and reduce costs, the University looked to Clear Image to provide a solution to its difficult service and maintenance problems.

Thinking 'outside the box' Clear Image came up with a winning solution, which has improved systems performance and reduced maintenance costs by over a third.

Declan Meighan, Security Advisor to Leeds Metropolitan University explains the situation and Clear Image's solution:

"Problems with (our existing supplier) related to poor service and difficulties in maintaining equipment led to additional charges for call-outs of FIVE TIMES the annual contract fee – all unbudgeted expense. In addition, equipment failures were resulting in frequent systems outages with often lengthy waits for repairs.



Clear Image provided an innovative solution whereby a full-time engineer is based on site, along with a weekly tracking report providing precise management information – a unique response among all those firms which tendered for the contract.

Since the inception of this approach we have seen an overall reduction in costs of 36.5%, far fewer equipment failures (only one out of hours call-out compared to literally hundreds pa previously).

In addition, Clear Image's tracking report has enabled security management to take a more proactive, professional approach to cost planning and budget control."

Neil Smith, Managing Director of Clear Image Group adds: "Delivering superlative customer is at the heart of our ethos. We try to work with customers to develop and deliver solutions to their specific problems and create innovative ways to meet their challenges. Our approach to the problems faced by Leeds Metropolitan University has ensured that their security systems are operating to their optimum, keeping students, staff, visitors and premises safe and secure."

For more information please contact:		
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