

FACILITIES MANAGEMENT.

Servicing and maintenance of personnel & asset protection products.  
Large enough to be national, small enough to understand every call.



## OUR CULTURE.

**Safetell Facilities Management** was established in the late 1980s, rapidly gaining a reputation for providing reliable service support for Rising Screen technology - designed to protect lives in armed attack situations.

Right from the start, our company culture was built upon offering total reliability. An ethos that continues to this day. Our customers trust us to always deliver excellent

service, whether over the phone or on site. The renowned Safetell full support infrastructure ensures peace of mind and an end to those nightmare out-of-hours calls!

Even customers who haven't bought our in-house products are choosing to buy into our service business - simply because they know our reputation for reliability and performance won't let them down. That's why we work on key products for so many blue chip clients.

Our aim is to ensure our company ethos is maintained as we expand. This will be achieved through the continued employment of highly dependable technicians plus the incorporation of advanced call handling technology.

Which means you can rely totally upon Safetell FM to deliver the high quality, value for money service that your organisation needs to ensure your staff and your property remains fully protected.

locks cctv cameras  
flip top tills access control  
time delay safes  
paywindow maglocks  
cabinet locks security glazing  
tills queue systems  
speech systems  
cash transfer units  
hearing loops fire exits  
mechanical digital locks



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**HOW WE DELIVER SERVICE.**



REPAIR NOT REPLACE ETHOS



NATIONWIDE SERVICE NETWORK



PHONE SUPPORT & SOLUTION BY SAFETELL EMPLOYEES



24 HOURS A DAY, 365 DAYS A YEAR



REAL TIME REPORTING



BESPOKE STATISTICAL PERFORMANCE REPORTING



**SOME OF OUR CLIENTS.**

**SANTANDER.** Safetell commenced supplying Santander with rising screens and security doors some 20 years ago. These products protect lives and property in armed attack situations. Safetell technicians have been supporting this equipment since then.

In January 2006 Safetell has been responsible for repairing these products along with branch camera systems in 700 branches.

**POST OFFICE.** Safetell have been supplying time delay safes, tills and rising screens to the Post Office for nearly 10 years. With their national network of Service Technicians they support over 2700 units in over 900 sites from Northern Scotland to Cornwall.

This demands strong technical support and short response times.

**HBOS.** Safetell have provided a maintenance and call out service on rising screens since 1996. Subsequently they have provided additional services supporting locks, access control and speech systems replacing other previously used service providers.

Safetell now cover all counter and other significant security related products.

"Safetell provide a reliable service with experienced engineers, good service levels and cost effectiveness. When presented with a new problem they only say yes we can fix."

John Smith **HBOS** Facilities Contract Manager

