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Rob Gray, Vice President
Cox Enterprise Security

CASE: CLIENT CENTRIC STRONG SECURITY PARTNER FOR COX AUTOMOTIVE

Securitas has developed a customized security solution for Cox Automotive that includes a wide range of protective services. The company is currently Securitas' largest remote guarding client in North America.

The relationship between Cox Automotive and Securitas began just a few years ago, with Securitas providing guarding services for Cox Automotive's core business of automobile auctions. Cox Automotive is a division of Cox Enterprises based in Atlanta, Georgia, and is one of the largest auto auction companies in the world. Cox Automotive is driven by a passion for mobility, innovation, client success and community outreach, and the company aims to make selling, owning and using cars easier for everyone.

Cox's internal security team oversees physical security, investigations, business continuity, crisis management, data governance, identity theft and loss prevention. The team works closely with the senior leadership at Cox companies when it comes to recommending and advising on security policies and procedures.

Securitas and Cox Automotive have a shared mission: to protect a very large number of vehicles housed outdoors at wholesale auto auction sites in the US. Cox Automotive processes over half of all used cars in the US and the company needed to improve its security without adding significant labor costs. With responsibility for the customer experience, site safety and the physical security of auction vehicles, they face significant security threats. Managing the logistics of receiving and releasing vehicles requires a unique and detailed process and Securitas collaborated with Cox Automotive to implement the Securitas protective service solutions that meet the Cox's specific needs.

Securitas currently serves a large number of sites across the US and Puerto Rico, and Cox Automotive has become Securitas' largest remote guarding client in North America. Together with the client, Securitas has developed a customized security solution that includes electronic security, on-site, mobile and remote guarding as well as corporate risk management. This includes a perimeter protection solution with high-definition outdoor IP cameras, a video management system and audio recording capabilities installed at Cox Automotive's facilities.

The cameras send alerts to the Securitas Operation Center, where specially trained remote guarding officers investigate and respond as required for example, by dispatching mobile patrol officers. The ability to integrate video analytics with guarding as well as physical perimeter barriers, provides a valuable solution for Cox.

Securitas, in partnership with the security team at Cox, has provided a comprehensive security solution resulting in both program efficiencies and cost savings. "We have a valuable relationship with our Securitas partner that covers multiple levels of security needs. We look forward to a continued and successful partnership in the future", says Rob Gray, Vice President Cox Enterprise Security. The partnership has improved Cox's overall loss prevention program and client experience, and data provided by Securitas is aiding Cox in the strategic planning of their overall security program.