

ANNUAL COMPANY REPORT

ISSUE 1; OCTOBER 2018

INNOVATION SECURITY SYSTEMS LTD

The past 12 months have been very busy for us here at Innovation, seeing several big changes within our company. This annual company report is intended to bring you up to speed with what's changed, what's new and why we've made the changes we have .

A NOTE FROM OUR MD

"This years sees the company entering its 18th year of business, 16 years with me as a sole trader and more recently as a limited company. In order to make sure we are providing excellent customer service, we have streamlined the services we provide. We now specialise in intruder alarm system installation, service, maintenance and monitoring. We no longer work with CCTV or access control systems, we do however have some excellent contacts for these services.

We have always been primarily an intruder alarm company and have decided to focus on offering just this service at an excellent standard. This year I have thoroughly enjoyed working mainly as a Service Engineer meeting many clients personally each week, it is refreshing to hear positive feedback and know that we are making a difference."

Iain Billingham - Managing Director



IAIN BILLINGHAM
MANAGING DIRECTOR

SOME STAFF CHANGES

2018 has seen one of our valued Engineers leave the company, we would like to thank Chris Hawes for all of his efforts in the past and wish him all the very best for the future.

We were also delighted to welcome Kerrie Holding to the company earlier this year as Office Manager. Kerrie brings a wealth of experience of office administration, management and organisation. She has quickly learned our internal office systems and is now on hand daily to deal with service bookings, scheduling engineers and client accounts. If you need to know more about any of our services, or would like to schedule a visit, Kerrie is the girl to talk to!



KERRIE HOLDING
OFFICE MANAGER

FOCUS ON INTRUDER ALARM SYSTEMS

ADMIN OFFICE REPORT

"We have made a few small but significant changes to our office systems in order to make our customer experience that much better.

During working hours, I will be on hand to answer any calls but should I be busy, please leave a voicemail and I promise to return calls just as soon as possible. Out of hours, emergency calls are handled by a dedicated call centre, who in the event of an emergency will contact the duty Engineer. This new system has been in place for a few weeks and seems to be working well."

Kerrie Holding - Office Manager



Helping the Environment

Last year, we invested in a new database and job handling system. The new system, which our engineers operate by means of a hand held device, removes the need for endless triplicate paper dockets.

After each job is completed, an email of the service report is sent. We urge you to not print your service report, instead simply save it in your email folder.

Together we aim to save in excess 5000 x A4 sheets per year.

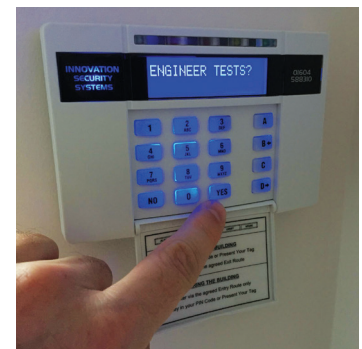


2018 Resources Update

We have invested in a brand new, more economical installation van with a new service van also being delivered in the New Year.

Our new database system meant new PDA devices for all staff giving us a full history of each job and speeding up the emergency call out process.

We've moved to a smaller, virtually paperless office within the Doddridge Centre, St James. This centre doubles as a community hub meaning that the rent we pay for the secure space goes directly back into helping the community.



Alarm Services

We are aware that earlier this year, there were a few teething problems while we were implementing the new database software. As a result, we have been a little late with some clients annual service visits.

We would like to apologise for this inconvenience but now believe that we are back up to date.

If you think your service visit may still be overdue, please contact us immediately on 01604 588310.

AND FINALLY!

All of us here at Innovation thank you all for your continued support and business, and we are looking forward to providing excellent service over the coming years.