

# PROSEGUR

VIGIA: operations  
management of  
surveillance services



an NTT DATA Company



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VIGIA – Operations management of surveillance services

**What was the need?**

## Prosegur VIGIA: Operations management of surveillance services

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**Prosegur** is a world leader in private security with the following business lines: **surveillance and security; cash-armoured vehicles and technology-alarms.**

Because the sector is so highly specialised, **Prosegur saw a need** to organise people and work more **efficiently** in order to reduce costs and save time, creating synergies and a long-term return on investment. the result was **VIGIA**, a business-focused corporate application **developed** using the latest **Microsoft technologies.**

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## Objective?

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## Aims of the initiative

- More efficient management of security services
- Alignment of security service with corporate strategy.
- Higher quality services
- Support for decision-making
- HR planning



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## Implantation



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## Solution implementation process

- The project comprised a process analysis phase, tools benchmarking, definition of corporate processes, implementation of solutions, training, change management and regional deployments (Spain, Portugal, Argentina, Uruguay and France)
- Developed on Microsoft .NET technology
- Parallel month-end closings with former system



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## Advantage

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## Advantages for Prosegur

- Standardisation of processes
- Definition of business strategy and policy
- Enhanced employee planning and assignment according to service needs
- Simulations and scenario comparisons
- Reliable visibility with long-term forecasts
- Higher quality of service rendered to customers
- Return on investment and organisational efficiency



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## Advantage

### Benefits of implementing VIGIA

**76%**

Fulfilment of employees' expectations.

**91%**

Satisfaction with improvement to daily work

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