C2

CLIENT TESTIMONIAL

GARDA

"Since 2007, we are using C2 Enterprise to manage our technical support services. C2 Enterprise is a user-friendly and efficient system, which we have always been able to customize according to our business evolution."

**Richard St-Denis,
IT Support Manager,
Garda**

About Garda

Garda is a company specialized in providing security solutions, cash logistics and risk management consulting services. Internationally renowned, Garda employs 45000 well-qualified professionals across the world, and works with a wide variety of clients in North America, South America, Europe, Middle-East and Asia. Operating from its Montreal headquarters, the company conducts its activities in a broad range of sectors and industries, notably in banking and finance, retail trade, manufacturing industry, insurance, natural resources industry, government organizations, construction and telecommunications.

For five years now, Garda offers to its vast workforce a structured technical assistance, centered on C2 Enterprise system.

GARDA RELIES ON C2 ENTERPRISE TO OPTIMIZE ITS TECHNICAL SUPPORT SERVICES

Issues

As an international company specialized in security solutions, Garda enjoyed a tremendous growth during the 2000s. Consequently to its business fast evolution, Garda couldn't effectively manage technical support in-house requests. To efficiently reorganize its assistance services, Garda needed a service solution which has proven to be effective from the customers' experience.

Solution

In 2007, Garda management chose to install C2 Enterprise application. The company took advantage of the Intermail module to automate the support processes and to optimize the provided services. It took only one month to implement the solution, which has been upgraded to the latest version in November 2011. Garda intends to install soon the WebClient module, to adapt the support services to the current conjuncture.

Benefits

Technical support services are now able to more efficiently take care of the planning and to conduct better operations. The workload of technical support services increased from 400 requests per month in 2007 up to 1300 requests per month now. Benefiting from the solution scalability, Garda management no longer needs to worry about the impact of its business growth on the technical support operations. The automation of processes enabled by C2 Enterprise solution allows a significant time saving. Substantial gains have been realized in request follow-up efficiency and in productivity.

The company's decentralized management philosophy and structure encourages employees to be entrepreneurial and performance-driven in their approach to client service and the pursuit of excellence in all they do. Garda's global experts take the time to fully understand their clients' business goals and objectives in order to customize solutions with strong local engagement that meet their needs. As a result, clients can improve operational performance, meet their business obligations, and achieve their corporate objectives. With proven experience and a commitment to ensuring the highest ethical standards in everything the Corporation does, Garda has earned a reputation for integrity, leadership and uncompromising safety standards. Most importantly, businesses, governments, and individual clients place their trust in Garda.

Necessary growth management

At the beginning of 2007, Garda management reached a conclusion regarding its technical support services: the procedure which was used and based on Excel files was no more suited for the required tasks. The company had difficulties in ensuring the follow-up of service requests: requests regarding issues about troubleshooting, system installation, networks, access, security, emails, etc." Our business was growing, and we needed a system able to cope with our evolution," comments Garda IT Support Director, Richard St-Denis.

It was urgent to define a new procedure. In view of these arguments, Garda management concluded that it was necessary for the company to have a tool which would allow a proper monitoring of support processes and an efficient follow-up of the clients' requests.

C2 Enterprise backing up company needs

Garda started to look for a customer service solution which would be efficient, customizable and affordable. Already aware of the C2 Enterprise suite which met the criteria of Garda regarding the quality and features, Richard St-Denis proposed to implement this solution. "The choice was easy for

us, even more considering it was a product from Quebec," Richard St-Denis explains.

C2 specialists commissioned on site assessed the needs of the company and defined the appropriate specifications to ensure the most optimal implementation of C2 Enterprise solution. Garda IT Support and C2 specialists jointly determined that the InterMail module should be aimed at automating the technical support processes. After only one month, technical support staff could fully use the new system. "It's an easy to use application, which doesn't require an intense training," says Richard St-Denis.

A simple and scalable solution

For its technical support services, Garda is using today a simple and efficient procedure. Once a request is received through C2 Enterprise, the address of the requester is registered. A request case is open, the request is assigned to a technician and a return receipt with the request number is automatically sent to the requester. Once all required tasks have been performed, the technician informs the requester and the request case is closed. All the technical support work is performed through C2 Enterprise.

Both IT Support and Infrastructure & Development services use the system: altogether thirty employees of Garda are currently using C2 Enterprise. At the beginning, in 2007, there were only five technicians working with C2 Enterprise, similarly IT Support service was receiving only 300 to 400 requests per month compared to 1300 requests it receives per month now. Today the first segment of technical support clients amounts to 1500 IT services users, located in nearly sixty offices and workplaces across the world: an important change in comparison to the number of users and offices supported by the IT Support service in 2007, which at that time amounted to 700 users and 10 offices.

"The system is very scalable, indicates Richard St-Denis. It has accompanied us all along our business growth and our processes evolution, particularly when we made changes to comply with the Canadian Bill 198."

KEY FACTS ABOUT GARDA

PUBLICLY TRADED AND HIGH STANDARDS OF CORPORATE GOVERNANCE

GLOBAL EXPERTISE COMBINED WITH LOCAL KNOWLEDGE AND UNDERSTANDING

CONSTANT FOCUS ON OPERATIONAL IMPROVEMENTS AND THE LEVERAGING OF OUR PLATFORMS WELL-POSITIONED TO PROVIDE EXTREMELY COMPETITIVE, HIGH QUALITY SERVICES

COMMITTED TO BEING THE BEST OPERATOR IN THE INDUSTRY

NORTH AMERICA'S PREMIUM CASH LOGISTICS PROVIDER

CANADA'S PREMIER FULL SERVICE SECURITY PROVIDER

GROWING GLOBAL RISK CONSULTING OPERATIONS

45,000 DEDICATED PROFESSIONALS WORLDWIDE

200+ OFFICES ACROSS THE WORLD

$1.1 BILLION ANNUAL REVENUES

For more Information:
www.garda.com

Significant benefits

C2 Enterprise offers tangible benefits to Garda. Thanks to the system, Garda management can manage more efficiently the planning of technical support work and determine the priorities of the assigned teams. This increased capacity allowed, for example, the reorganization of the technical support services in 2010, enabling the IT Support service to assign more effectively the resources and staff to the three users groups.

"When we are able to precisely assess the workload, it's easier to justify the hiring of additional staff, which is quite useful in a period of growth," says Richard St-Denis. He considers that "C2 Enterprise helps to significantly increase the efficiency of technical support processes and the productivity of work force. This way, the system enables to better monitor the follow-up of all requests and ensures a precious time saving".

Continuous improvement of the help-desk services

In November 2011, Garda has upgraded the system to its latest version. A C2 specialist was involved in this task as well as in the solution migration on another server: only few hours were needed to complete all those tasks.

Soon, Garda management will add the WebClient module of C2 Enterprise solution, tus allowing the users to fill out a request form before sending their demands.

It will also enable the users to track the status of their requests throughout the process. The main objectives of Garda are a better work load management, to significantly reduce customer waiting time and to increase customers' satisfaction. Moreover, the system will be adapted to the ITIL methodology, which governs IT service delivery and which Garda has decided to implement at the beginning of 2012.

"We are very satisfied with the system, indicates Richard St-Denis. That's why we are adding a module. For five years now, the solution grows with us and we want to continue to take advantage of it during the coming years."

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– **Richard St-Denis**
IT Support Manager,
Garda

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