

Keyholding

Local Gardai may attend, but they will not have keys or alarms codes.

Harris Alarm Control response service is an emergency call-out service that removes the need for the old fashioned keyholder. Harris Alarm Control becomes your No.1 keyholder. This is designed for modern businesses who wish to reduce risk and make best use of their own resources.

Imagine this scenario, you receive a telephone call on a Wednesday morning at 03:00hrs, your alarm has activated. Considerations may be as follows:

- Do you want to go and deal with it?
- Do you want your staff to go and deal with it?
- Are you or your staff properly equipped or insured?
- Have you or your staff received any training in alarm response?
- Is it fair to ask your staff to risk disturbing an intruder?
- Will you or your staff give 100% the next day?
- What happens if you or your staff is on holiday?



These concerns can all be addressed by availing of Harris Alarm Control keyholding service. We have a network of response officers who are fully vetted, trained and available to respond should your alarm activate.

How Does It Work?

Step 1: Should your alarm activate; a signal is received in our monitoring centre.

Step 2: The controller will then alert a the listed Keyholding company.

Step 3: The patrol officer who has a set of keys and site information gives immediate priority and attends to the property. Keys and documents are coded and password protected. In the event that the patrol officer is compromised whilst in the field the customer remains protected. All radio communications are carried out discreetly using the relevant codes for that customer.

Step 4: On arriving at the premises the patrol officer is trained to approach the situation with the necessary caution. He remains in radio contact with Harris Alarm Control 24hr central station throughout.

Step 5: Having established the situation he is in a position to radio for back-up or other emergency services as required. The customer is only contacted in the event of a serious incident that requires their attention or further instruction. Incidents are dealt with as the circumstance requires.

Step 6: Prior to departing and re-securing the premises the patrol officer completes an alarm response report form, the original of which remains on the premises.

Step 7: On arrival at your premises the next working day you will receive a phone call from a member of Harris Alarm Control operational staff to verify the circumstances of the activation and provide further assistance if required.

