



Questions to ask potential security providers

- What's their experience?**
How long have they been in business and how many commercial properties similar to yours do they have as clients? And do they have references they can provide?
- Can they tailor a plan for you?**
Do they offer on-site security? Armed or unarmed? What about patrol units? 24/7 live remote monitoring? Mobile surveillance towers? Blended services? Tell them what you need and see if they can customize a plan that meets your objectives.
- Have they been keeping up with technology?**
New tech continues to revolutionize the security industry. Are they up to speed with the latest thermal and infrared cameras, mobile apps, and A.I.-powered monitoring solutions?
- What type of training do their guards and monitors have?**
Have their security officers and video monitoring operators gone through extensive training and are they certified and licensed to perform their jobs? Does the company provide the training themselves and how qualified are their instructors?
- How responsive is their customer service?**
This may not be a question you even have to ask. Just measure the time it takes for them to get back to you after you first reach out to them!
- What are the costs?**
Be sure to discuss the provider's pricing structure and ask about any hidden fees or surcharges. Use this opportunity to also discuss what kind of contract you'd be entering into and if what, if any, cancellation causes there would be.
- Do they carry liability insurance?**
Be sure to ask what their insurance policy covers!

Looking for a security provider that checks all the boxes?

Give Titan a call!

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