

The SEC's Solution Innovation Partner (SIP) program evolved to help security practitioners expedite choosing a trustworthy risk mitigation vendor with confidence given the myriad of viable options in the marketplace. Proven Solution Innovation Practice Case Studies help evaluate performance claims and differentiate security solution providers for business outcomes including risk mitigation, return on investment, and security assurance.

This case study demonstrates Prosegur Global Risk Services innovative capabilities to provide predictable and reliable travel risk management services in Mexico. This was validated by the Security Executive Council and the Client's end-user.

Risk Issues and Mitigation Opportunities:

A large, international automotive company has an extensive, ongoing travel agenda throughout Mexico, with significant supply chain support happening there. Risk conditions throughout Mexico continue to deteriorate. The Client was having service issues with their previous supplier. There were issues with reliability, communications, and service quality. The Client wanted a turn-key solution to proactively manage and integrate risk services into their corporate security Travel Risk Management Program for employees. Risk issues included:

- Cartel violence and general crime.
- Lack of communication among the Client's operational functions.
- Limited resource footprint in-country and incident response and recovery resources, if needed.
- No Management oversight of previous provider.
- No proactive risk intelligence inputs for the areas of travel.
- No service or operations follow up.

Solution Requirements:

- Complete communications, including up front "rules of engagement" which empowered real time operational protection decision making by on the ground agents delivering the service.
- Provide project oversight and integrated direct communications with actual employee travelers.
- Leverage technology for real time information sharing.
- Access to Government contacts/connections.
- Perform travel risk assessments for high-risk areas.
- Provide proactive intelligence when available/applicable.
- Redundancy – command center support, actual resources in country (employees).
- Follow up with Client and Client travelers to ensure there are as few gaps as possible.

Delivered:

- Enabled one “MUG to HUG” US Based Account management for Client to order services and stay informed.
- Provided Bio’s for assigned personnel and vehicles, improving Client and traveler safety and security from 4 out of 10 to 9 out of 10.
- Maintained complete operational control and communications with assigned personnel to ensure any service and operational issues were addressed immediately.
- Performed risk assessments for high-risk areas and venues that were not part of the initial travel itinerary risk assessment. Outputs shared with Client, plus ongoing monitoring of risk intelligence in parts of Mexico. This allowed the Client to know areas of concern and to adjust travelers’ itineraries, if necessary. A country report on Mexico provided to the Client allowed them to avoid any trouble areas. As a result, there were no issues for travelers.
- Enabled continuous communications with the Client to ensure they were aware of all movements of their travelers leveraging technology.
- Offered flexibility with the Client travelers to accommodate any approved changes in movements, addressing medical situations to get the traveler to the necessary facility and/or obtaining needed medications and accommodate any last-minute changes to flights and travel plans.
- Leveraged Prosegur Mexico ISOC Resources/Connections with Mexican Guardia Nacional, As well as contacts with US State Department and FBI personnel in Country. Integrated Service Model between Prosegur USA/Mexico.

Outcome and Benefits of Service Including ROI:

- The Client determined Prosegur provided more valued services at a more competitive cost.
- Saved the Client approximately 20 hours per month by allowing the Client to remove himself from tactical management of their Travel Risk Management Program. Prosegur handles and manages the Client’s Employee Travel Requirements directly with Client security director oversight.
- Increased communications allowed for the Client to know when and where the travelers were at any time, enabling just-in-time incident response and recovery as needed.
- Open, reciprocal communication with the Client allowed the Prosegur team to advise the Client when there were any issues with their travelers. Example: *A traveler became ill during a trip. This was communicated to the Client, and we coordinated services at a local medical facility, received approval from the Client and prepared to move the traveler. The traveler opted to try to manage the illness with over-the-counter medications. We had the traveler stay in their hotel and had our assigned team go to the local pharmacy and obtain the requested medications. This allowed the traveler to recover from their symptoms and continue the scheduled activities.*
- Enterprise-wide security program in Mexico has matured from a 4 out of 10 to a 9 out of 10.

“The Prosegur team committed at the start of this engagement to treat our employees as they would their own family members when traveling. They have kept that commitment with all facets of each assignment.” - Client End User.



**Solution Innovation Case Study:
Improving People and Asset Protection in Mexico**

SECURITY EXECUTIVE COUNCIL

A research and advisory firm

SIP Case Study Authentication Process

This process was overseen by a Security Executive Council subject matter expert with 20+ years of experience in developing and leading people and asset protection programs as trusted security advisor for global, multinational organizations. **Client end-user authenticated April 2023.**

Note: *The Security Executive Council's Solution Innovation case study represents a snapshot in time to demonstrate a solution to a specific organization's issue. End-user diligence, trial and measurement are strongly recommended for any contemplated risk mitigation activity.*

A General Comparison of Competition

Services & Capabilities Type of Safety & Security risks and situations addressed	Prosecur Mexico Risk Services	Leading guard/Security vendor	Leading travel security vendor	Leading Critical Event Mgmt. vendor
Employees outside of Institutions' buildings	Yes	Some	No	No
Medical emergency	Yes	Some	Some	Some
International travel	Yes	Some	Some	Some
Safety & Security for family members	Yes	Some	Some	Some
Employees Working From Home (WFH)	Yes	No	No	No
Services & Solutions				
Live Human Monitoring by Personal Security Agents	Yes	Yes	Yes	Some
Video Monitoring	Yes	Some	No	No
Audio monitoring and assistance	Yes	Some	Some	Some
Live AI monitoring (detection of risks)	Yes	Some	Some	Some
Mobility tracking: route, pace, patterns	Yes	Some	No	No
Put assets on standby	Yes	Some	No	No
Orchestration of Assistance:	Yes	Some	Some	Some
Close Protection	Yes	Yes	Yes	Yes
Transportation Services	Yes	Yes	Yes	Some
First responder assistance	Yes	Yes	Yes	Yes
SOC as a service	Yes	Yes	No	No
International Travel Risk Management:	Yes	Yes	Yes	No
Reach-out and orchestrate relevant first responders	Yes	Yes	Yes	No
Translation services	Yes	Yes	Yes	No
Have own SOC available and active	Yes (14 globally)	Yes	Yes	No
Medical assistance locally	Yes	Yes	Yes	No



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Medical evacuation	Yes	Yes	Yes	No
Extraction	Yes	Yes	Yes	No
Country specific Intelligence	Yes	Yes	Yes	No
Offer virtual SOC as a service	Yes	Yes	No	No
Offer (fractional) CSO as a service	Yes	Yes	No	No
Comprehensive Risk Assessment	Yes	Yes	Yes	No
Physical facility security	Yes	Yes	No	No
Cyber Security Assessment	Yes	Some	No	No
Premium Security Consulting Services	Yes	Some	No	No
Comprehensive physical security assessment	Yes	Some	No	No
Deployment of best-of-breed 3rd party solutions	Yes	Some	No	No
Government grade Cyber Security Assessment	Yes	Some	No	No
VIP Assessment, planning and securitization	Yes	Some	No	No
Secure phones	Yes	Some	No	No

See other case studies and learn more about the SIP Program here:
<https://www.securityexecutivecouncil.com/solutions/vendor-innovations>