

GAME Consolidate their Fire and Security Maintenance Services to Save Money, Time, and Hassle

Winning the GAME for good communication and a professional service with Assured.

GAME, founded in 1991, proudly boasts the biggest high street and digital gaming presence across the UK. Operating over 310 stores, from Inverness in Scotland to the coast of Penzance, the gaming industry is 'on' and ever-growing. Due to the high-value equipment on site, the need to protect their customers and people from fire and theft, and the need for GAME's people to be able to concentrate on their business and serving their customers, they need a reliable and professional fire and security service that won't let them down.

GAME were unhappy with their fire and security suppliers: Communication was poor, they had ongoing inconsistencies with jobs on who was attending sites and when, work was not being booked in, and even engineers failing to turn up on time or even at all. Time was wasted, information needed chasing, and frustration was felt throughout the business. On top of this, juggling three separate companies for their various fire and security systems created additional, unnecessary work for head office and store managers.

It was GAME OVER for having multiple fire and security suppliers. The frustration felt throughout the business led to GAME wanting a fresh approach to address all their problems, a company with the capability to ensure compliance, complete jobs thoroughly, and to keep managers fully informed. A reputable, professional company that could deliver and maintain both, fire and security services reliably and confidently, was needed.

Upon hearing about our professional service and good reputation in the retail sector, GAME's Risk and Loss Prevention Manager, Gavin Nunny, approached Assured to present our solution to their issues. After showcasing our abilities at their head office, GAME were impressed by the delivery and resolutions provided to our other national accounts who had similar prior issues. This resulted in us being shortlisted in the final four companies to be selected as their new choice. Next, GAME decided it was time to visit the Assured head office. Impressed by the tour, our people, and liking the look of what Assured had to offer, GAME's prior perceptions of Assured were confirmed. Therefore, Assured were given a trial quote for a CCTV installation and maintenance for GAME's head office.

After Assured continued to please GAME with good communication and efficient service delivery, Assured 'levelled up' and secured the contract to service and install all fire and security systems across all their 310 sites, head offices and distribution centres. This included CCTV, Fire and Intruder Alarms, Emergency Lighting, Extinguishers, Alarm Monitoring, Access Control, Sprinklers, Flow Switches, and also Fire Risk Assessment and Fire Strategy Consultancy.



Contact Us

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"A big thank you to you and your teams. We have had a large project here and have had to pull together a lot of elements to complete in the short space of time.

"The bosses visited and they were very pleased with the finished unit. Again a massive thank you for all your hard work through this".

**Jason Findler,
Project & Facilities Manager,
GAME Belong Gaming Arena,
Preston, Greater Manchester**

GAME

GAME and their people can now put their minds at peace, knowing Assured takes pride in keeping customers, whilst providing a professional service. By allocating dedicated account managers, issuing important site and systems data via our Monthly Performance Reports, and with our Quarterly Review Meetings, information is always available. Therefore, GAME can have a full, landscape view of their portfolio, helping them stay in control of key points of interest, budgeting, and compliance levels. Additionally, through the constant availability of our remote technical desk, Assured can resolve issues quickly and more cost-effectively by remotely fixing systems over the phone, without the need to send out an engineer. Therefore, if GAME encounter any issues, we're never more than a call away.

From the very beginning and all the way through their contract, good feedback has continued to be received from GAME. Adam Hales, Manager at GAME's Kings Lynn Store praised our engineer's good communication: "He was above fantastic, really helpful and supportive. The old engineer was in and out in 20 minutes. Assured's engineer talked us through everything, line by line and I appreciated that, even taking the time to show us how to test the panic alarms".

Following up on their installation and maintenance works, GAME continued to give praise. Gavin Nunney, passed on the positive experience felt with Assured's dedication to communication: "Assured are really good, pleasant and professional. They are knowledgeable and kept me in the loop as to what they were doing and what areas were being worked on".

GAME's quest for a fire and security company that takes pride in keeping them updated is over. GAME managers now have the peace of mind and complete confidence in a company that ensures absolute compliance, without compromise, whilst also saving money, time, and hassle.



Benefits of Switching to Assured

- ✓ **COMMUNICATION** - With your own dedicated account manager, remote service specialists, monthly performance meetings, and more. At every stage, you'll always be informed.
- ✓ **NATIONWIDE COVER 365/24/7** - Our nationwide base of engineers operate at all hours. Meaning we're able to provide a complete solution at any time at your out of hours stores.
- ✓ **ONE STOP SHOP** - Our multi-skilled engineers are proficient in fixing faults on both fire and security systems. Therefore, only one engineer is needed to solve your problems, efficiently.
- ✓ **REMOTE SERVICE** - Enables our specialists to reset, interrogate and program systems without the need for an engineer visit, saving time and money.
- ✓ **FAST-FIX** - Our first-time-fix policy ensures issues are solved efficiently, with minimal disturbance to things like big launches.

"Being able to access GAME's fire and security systems quickly and efficiently through our remote service, means we have complete control, at any time. Therefore, when they have important events on such as their midnight launches and overnight game lock-ins, the safety of staff members and their customers are never compromised."

Paul Wood, Managing Director of Assured Fire & Security