



# The Connected Service Approach

*A case study by CSA Service Group*

*Working in partnership with*

**Gestamp** 

## The Scenario

For over 12 years, we have been working in partnership with our key client Gestamp Tallent Limited.

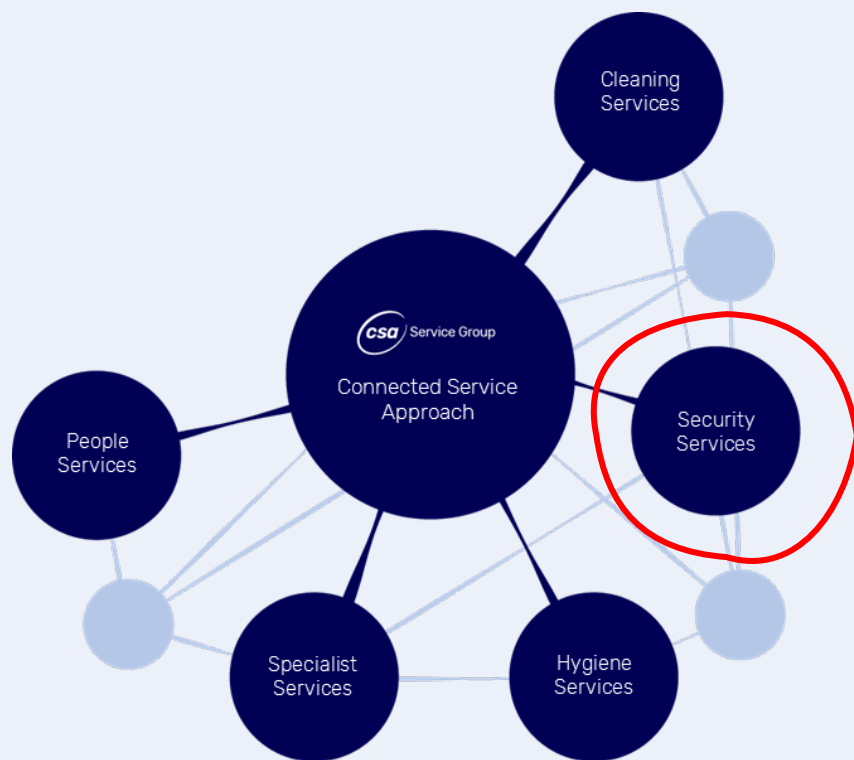
<b>Services</b>	Site Security Services
<b>Sector</b>	Automotive Manufacturing
<b>Study Scope</b>	Managed Labour Supply

CSA Service Group provide Gestamp Tallent Limited with a managed security service at their Llanelli based plant. Within the scope of this service, CSA are responsible for the site security and weigh-bridge function.

Duties provided under the contract, which has been a key account for over 12-years, include booking-in incoming vehicles, booking-out empty vehicles, visitor and contractor management, as well as a range of additional value-added services.

Our officers provide a 24/7/365 service to the Llanelli plant.





We continue to work in close partnership with Gestamp in their Llanelli based plant to support their site security requirements.

A key piece within our relationship with Gestamp, has been our close management and the use of technology solutions to support the managed security contract across the site.

Utilising our cloud-based time and attendance system we provide real-time monitoring of our workforce. Additionally, we utilise mobile application-based tag and incident reporting to provide real-time client feedback.

Andrew Davies, EHS & Facilities manager had the following feedback following our support through the 2020 pandemic response.

“The team have proved to be not only flexible but utterly reliable.

Andrew Davies; EHS & Facilities Manager