

# Protection Unit of Belgium chooses PRESTO Continuous Improvement for long-term strategy deployment and KPI governance

case study

PROTECTION  
**UNIT**



# About

Founded in 2009, Protection Unit is a 100% Belgian entity and Belgian leader in security surveillance services in areas of guarding and hospitality

With it's headquarters in Liege, Protection Unit employs more than 2,000 field agents and manages a fleet of 900+ drones

Protection Unit has a presence in most stadiums and airports across Belgium and has recently entered Luxembourg

## GUARDING SECURITY SERVICES



**STATIC**



**K9**



**MOBILE**



**AIRPORT**



**EVENT**



**DRONES**



[www.protectionunit.com](http://www.protectionunit.com)

# CASE STUDY

In the summer of 2019, Pricewaterhouse Coopers (PwC) contacted us to assist their client, Protection Unit in an operating model restructuring effort as the company was in the process of acquiring their former competitor Fact Group

PwC advised Protection Unit to purchase a robust digital solution to allow for the new corporate strategy, its processes and KPIs to be efficiently mapped, analysed and reported across each organisational function



- Strategy design
- Operating model restructuring
- KPI architecture



- Cloud-based performance governance software

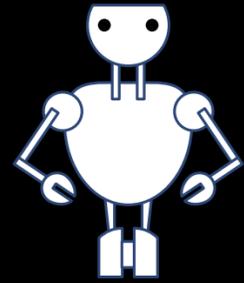


- Product training & coaching
- Quality assurance (KPIs)
- Process taxonomy capture



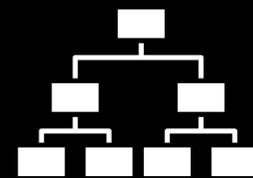
# The focus

To offer the new management team a sustainable system supported by a software platform that allows for long-term strategy to be comprehended, embedded, measured and managed in day-to-day business operations



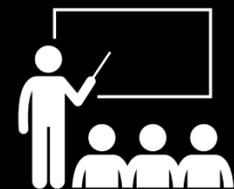
## Reduce administrative burden via automation

Migrate 350+ monthly operational KPIs from a series of linked MS Excel spreadsheets to PRESTO's cloud-based KPI management platform



## Architect and sustain long-term operational excellence

Put structure to the post-acquisition organisation giving enhanced visibility into corporate functions, roles, responsibilities and the processes they support



## Bring continuous improvement & innovation awareness to Protection Unit

Support the Division Heads in the handoff and training of the KPI management and process optimisation solution PRESTO Continuous Improvement

# The methodology

A 5-step approach to ensure that each stakeholder is engaged in the appropriate moment was agreed by the Management Team

## **PROJECT SETUP**

Define the scope, the core team & project deliverables

## **DATA LOAD**

Capture functions, processes, people & KPIs in PRESTO

## **TARGET STATE DESIGN**

Identify target user group, usage frequency & reporting requirements

## **IMPLEMENTATION**

Learn-by-doing via an on-site introductory workshop & virtual training support sessions

## **BUSINESS-AS-USUAL**

Off on your own!

# THE LAUNCH

4 groups were identified and assigned to support a 2-day workshop launching PRESTO across 16 business team



TEAM LEADERS

- capture KPIs
- report KPIs



TRAINER

- train team leaders on PRESTO usage
- coaching & follow-ups



PROJECT TEAM

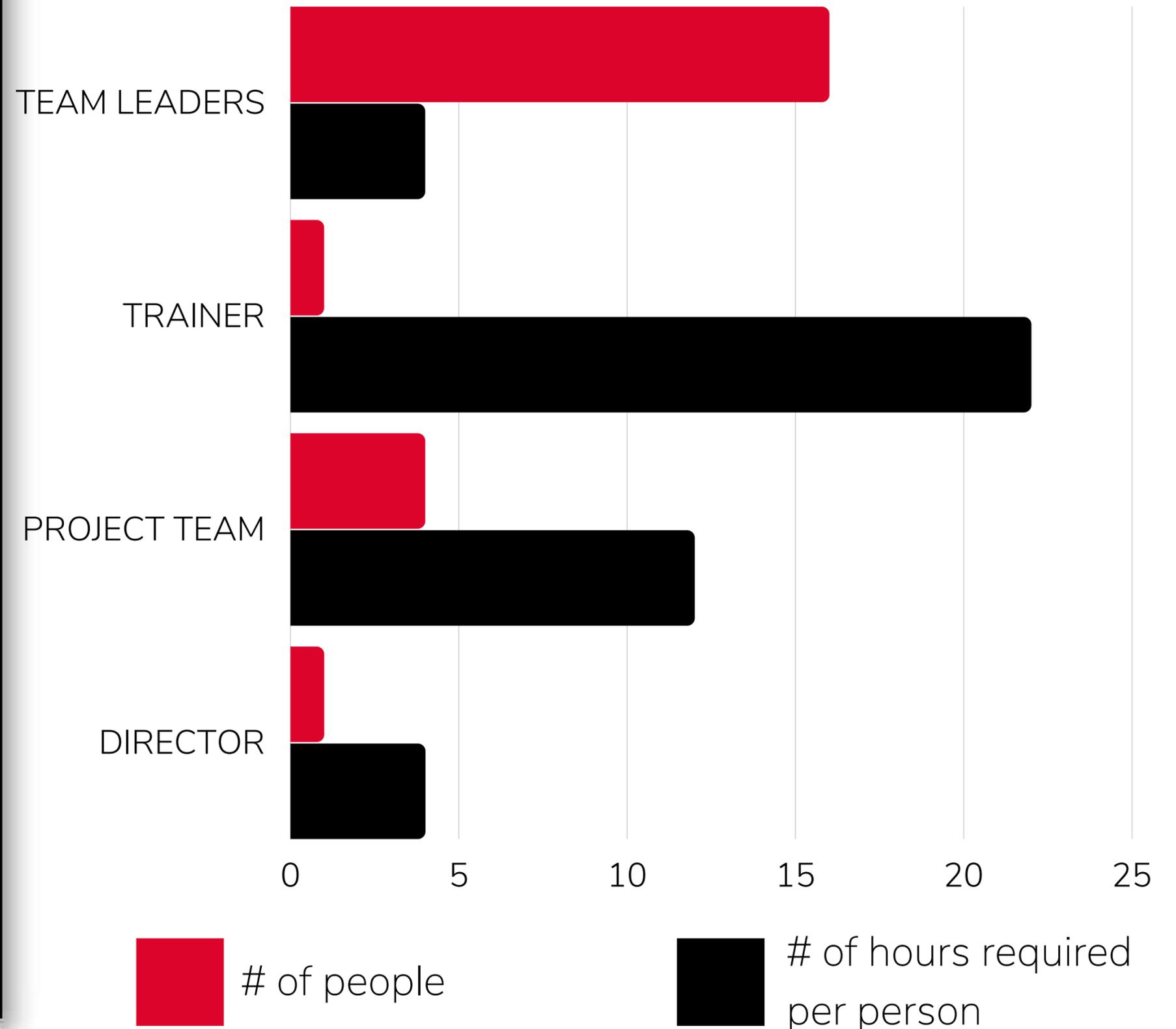
- manage project deliverable
- report progress



DIRECTOR

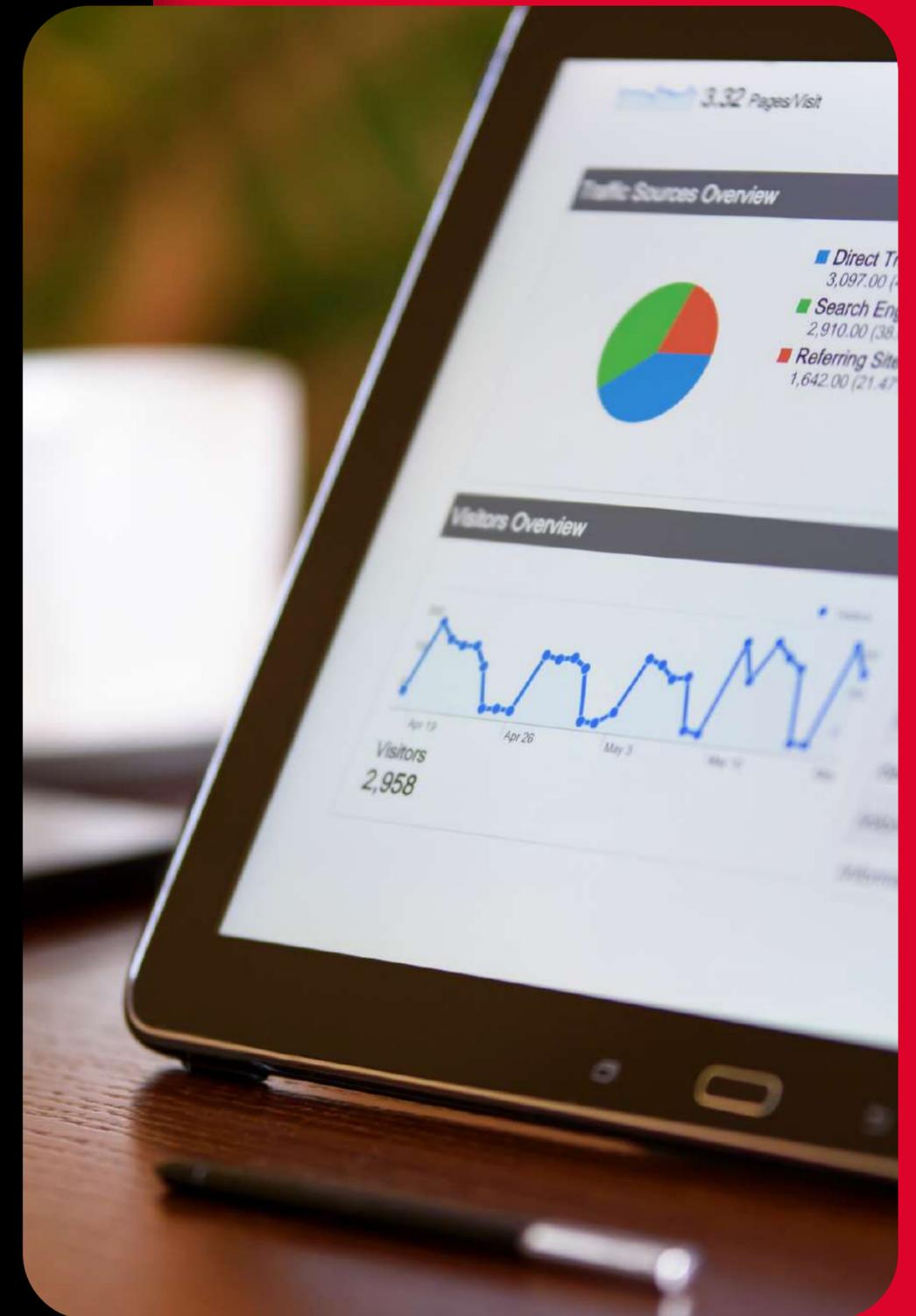
- oversight
- buy-in / signoff

## Required for training



# RESULTS

From spreadsheets to cloud-based performance management

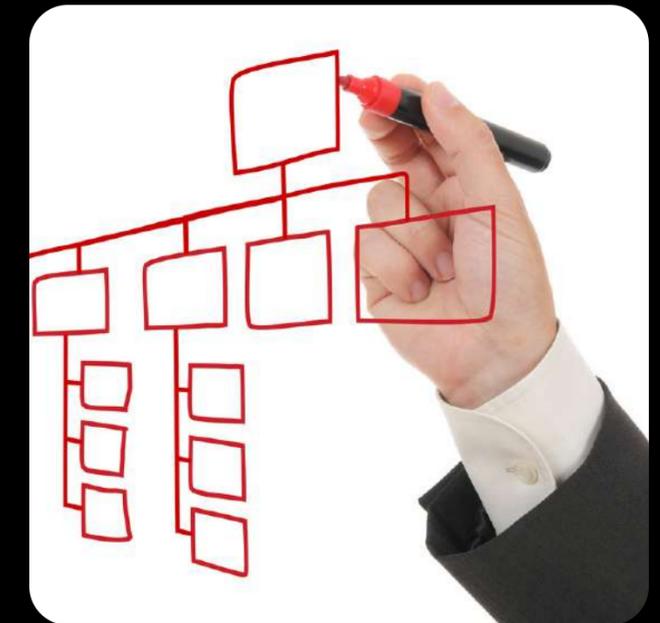


# Functional architecture mapped

50 teams

87 roles & responsibilities

65 core processes



# Strategic metrics captured

15 annual goals

18 strategic initiatives

350+ KPIs



# Real time performance reporting at 360°

**10 REPORTS**  
agreed & created  
on the PRESTO  
dashboard



- PROTECTION UNIT**
- Go back a level up
  - Go to directory level
  - 02. Business Units  
Nicolas De Angelis
  - 01. Static Unit  
Yung Strammer
  - 02. Events / Hospitality  
Alex Scifo
  - 03. Mobile  
Servet Durkaya
  - 04. Airport EDD  
Houssain Ouchen
  - 05. Luxembourg  
Helder Lopes
  - 06. Flandre  
Pierre Caenen
  - 07. Training  
Aurélie Syne
  - 08. Vision  
Jean-Pierre Deleersnijder
  - 09. Sky  
Greg Farnir

**KPI opportunities**  
Nicolas De Angelis, 02. Business Units, as of 11 Nov 2021

### Marge bénéficiaire

Owner	Result	KPI name	Last review	Next review	Trends
Strammer	14	02. STATIQUE: Atteindre une marge directe de 13%	30 Nov -0001		
Durkaya	12	02. MOBILE: Atteindre une marge directe de 20%	28 Feb 2021	31 Mar 2021	12, 4
Ouchen	16	02. AIRPORT EDD: Atteindre une marge directe de 15%	30 Sep 2021	31 Aug 2021	16, 22, 21.09
Caenen	26	02. FLANDERS: Atteindre une marge directe de 16%	30 Sep 2021	31 Oct 2021	26, 18, 17
Lopes	4	02. LUXEMBOURG: Atteindre une marge directe de 6%	31 Aug 2021	31 Aug 2021	4, 3.6, 4.1
Syne	27	02. TRAINING: Atteindre une marge directe de 55%	31 Jul 2021	30 Apr 2021	27, 58, 41
Scifo		02. EVENTS: Atteindre une marge directe de 20%	31 Jan 2021	28 Feb 2021	

### Préparation opérationnelle

Owner	Result	KPI name	Last review	Next review	Trends
Farnir		01. SKY: Reconduire le contrat Infrabel	31 Jan 2021	28 Feb 2021	
Deleersnijder		07. VISION: Être dans les conditions de l'agrément le 1er Avril	31 Jan 2021	28 Feb 2021	

### Note de satisfaction

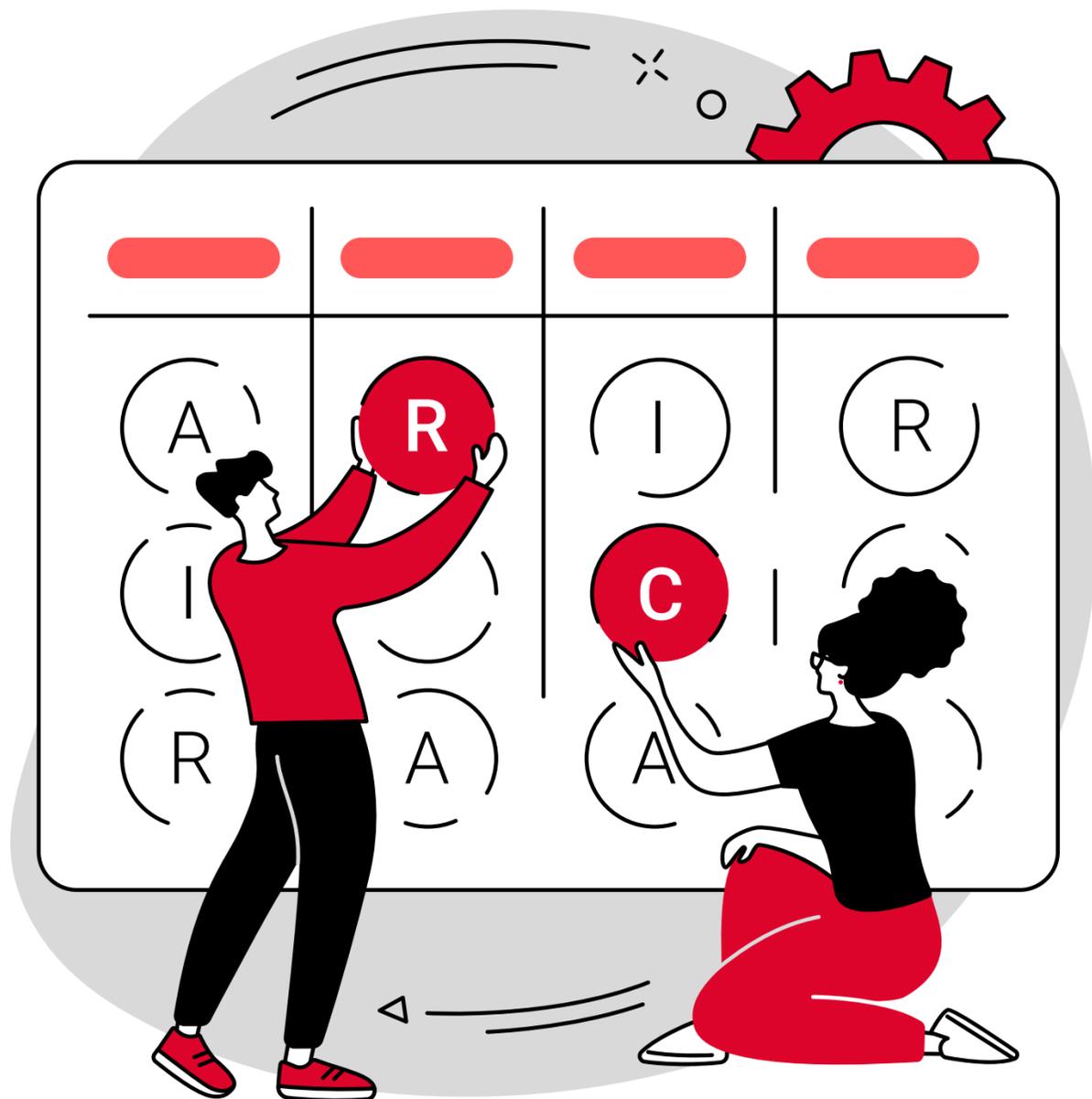
Owner	Result	KPI name	Last review	Next review	Trends
Strammer	87	05. STATIQUE: Atteindre un score de 85% lors des contrôles qualités	30 Nov -0001		87, 88, 87
Durkaya		05. MOBILE: Atteindre un score de 85% lors des contrôles qualités	31 Mar 2021	30 Apr 2021	
Ouchen	72.9	05. AIRPORT: Atteindre un score de 85% lors des contrôles qualités	28 Feb 2021	31 Mar 2021	72.9, 76.4
Caenen		05. FLANDERS: Atteindre un score de 85% lors des contrôles qualités	30 Nov -0001		
Lopes		05. LUXEMBOURG: Atteindre un score de 85% lors des contrôles qualités	31 Mar 2021	30 Apr 2021	
Syne	91	04. TRAINING: Atteindre un score de 85% des élèves	31 Mar 2021	30 Apr 2021	91, 89, 85
Scifo		04. EVENTS: Atteindre un score de 85% lors des contrôles qualités	31 Jan 2021	28 Feb 2021	
Deleersnijder		05. VISION: Atteindre un score de 85% lors des contrôles qualités	31 Jan 2021	28 Feb 2021	

Risques & Sécurité

Qualité

# The introduction of the RACI matrix

The RACI logic is embedded in PRESTO's KPI management module and was integrated into the Protection Unit KPI management strategy giving a fresh perspective to the management team on setting expectations, roles, responsibilities and strengthening sense of accountability throughout the company



**16 senior  
managers trained**



# Training

**18**

## **USERS**

trained in 2 on-site introductory workshops

**2.5**

## **HOURS**

per user was all that was needed to get up-and-running

**24**

## **HOURS**

per month saved on administrative activities



“

**The team at TOPP TI loaded our company information and all our KPIs into PRESTO sending us training videos which allowed us to be independent on day 1 in accessing and printing reports. In less than a few hours of training we were already up-and-running in business as usual mode**

**- Nicolas De Angelis**  
Deputy CEO

**THANK YOU**



# Want to see PRESTO in action?



The team at Protection Unit has been so kind to allow us to shared two training videos we created just for them to help them launch PRESTO into orbit in record time. Enjoy! (videos available in pdf download)

# 1

## 350 KPIs in 2 weeks!

All KPIs loaded into PRESTO and accessible via the easy-to-use dashboard & filter set



# 2

## Business process & waste manager

Processes mapped to functions and waste mapped to processes. Capturing and reporting opportunity to improve your company couldn't be easier!



# Contact Us

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