

Meet the installer

Security life with Pete and Marie Granville of Broadsword Security

What would be a typical project for you?

I don't think there's a security installer who would ever say there's a typical project. We have a lot of domestic installations and, because of where we're based, many of these are large domestic properties with fully integrated systems covering intruder, CCTV, fire and access control. However, I'd say the larger and faster growing area for us is commercial installations. We have a lot of estate managers and project leads who use us for multiple projects and we get a lot of referrals from them, so we're very fortunate.

What is the best thing about working in security?

The sheer range of people that you work with is amazing. It's lovely that every day is totally different. One day we'll be dealing with customers who have been with us for over 30 years and the next day, we're managing an industrial warehouse – the diversity is great.

Is third party accreditation beneficial to your company?

Yes, I do believe it's increasingly important for a number of reasons. Where NSI Gold accreditation matters, for example, is that it holds us to an exceptionally high standard internally which we find beneficial and which means customers will get the best service and the best products.

Do you think there is a skills shortage in the industry? Any trouble recruiting?

We have an interesting challenge in that the



Name: Pete (left) and Marie Granville

Job title: Pete does the strategy and Marie runs the day to day business

Time in security/fire: Together a total of over 40 years

Company: Broadsword Security

Location: Chipping Norton, Oxfordshire

Areas of expertise: All forms of commercial and domestic security – intruder alarm, CCTV, access control and fire alarm systems, monitoring and maintenance. Plus we love an app!

Accreditations: NSI Gold Accredited, SafeContractor, Finalist in Security and Fire Awards 2018

specific skills we need for roles like Surveyor are pretty tricky to attract to the Cotswolds, despite the beauty of the location. We're in the heart of the Cotswolds which isn't a hotspot for surveyors and engineers! Luckily, we've got an amazing team, many of whom have been with us for several years so whenever we're recruiting, we often end up getting referrals. We're also passionate about apprenticeships and I don't think the industry is good enough in supporting technical apprenticeships in our area specifically. Especially now that engineering is so complex – long gone are the days where we could have engineers specialising in different disciplines. Now all our engineers need to know how an intruder alarm from 1985 works right through to the latest app for our CCTV systems or how to install a fire system.

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The Broadsword Security team



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Are there any common requests from customers that give you problems?

By far, the biggest challenge we have is when we’ve quoted for work and then customers aren’t ready to move ahead and then suddenly it’s urgent – usually when we’re working to a few weeks’ lead time so we end up shuffling diaries to accommodate. Luckily, we’ve got an amazing team who can adapt and flex so we’ve never had a situation that can’t be fixed and it keeps us all on our toes.

What is the security industry’s biggest myth?

That you can buy a bespoke professional system on the internet. There’s a misperception that what we, as professional security installers, provide can be replicated by something you buy online and install yourself. You can’t replicate the quality of a professionally installed system, or the expertise of those qualified to install it. You get what you pay for.

What will be the impact of smart/home automation on the security sector?

It’s an interesting time for professional security companies as there’s compression at both ends. We can see a massive surge in popularity for DIY jobs at one end and then a desire for top of the range integrated smart home systems at the other. I think, in the next ten years, there’ll be a lot of consolidation and acquisitions. Any installer, who wants to make it through, will need to be thinking about who to partner with to ensure seamless integration of home automation features into security panels and equipment. It will be a key differentiator for customers who simply want to watch their dog whilst they’re at work versus customers who want and need a professionally installed smart security system.

Are you concerned about Brexit?

We do think there will be an impact on our imports and delivery time scales and have already made some changes but, like everyone, no-one really knows the true extent to which it will impact business or even if it will ever happen at this rate.

What would make your job easier?

Time travel or cloning... or both! If I could get to the office with the click of a finger or have engineers in two places at once, my job would be far easier...

What is your ultimate/fantasy electronic security product?

I love technology and, in particular, get excited about new CCTV developments, so a product that naturally integrates video analytics, I’d love it. Even better if it integrates with biometric led access control features or voice activated smart home features.

What advice would you give to a younger version of yourself?

Be bold and brave – stand by your convictions... but you must ALWAYS be polite!

Will England ever win the football World Cup again?

Of course. England Women’s! I do think England Men’s will do it too. The younger squad have more desire so I think we’re on the right path.

If you won £25,000 what would you do with the money?

We believe strongly in work life balance and encouraging employees to enjoy time with their families in order to remain happy and healthy. So, I think we’d probably spend some of it on some family time for staff and then perhaps donate the remaining to a mental health charity as that’s a cause we support wholeheartedly as a business.

