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From the Dallas Business Journal:

<https://www.bizjournals.com/dallas/news/2017/10/04/allied-universal-a-5-billion-company-expands-its.html>

Allied Universal, a \$5 billion company, expands its tech hub in Richardson

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Allied Universal has added on to its North Texas tech hub as the company allows innovations like video analytics and security robots to usher in a new era.

The Pennsylvania-based facility services and security company added another 24,000 square feet and what the company calls a Service Assurance Center. The Monitoring and Response Center serves as a central surveillance hub for the \$5-billion revenue company. Allied Universal was formed last year through the merger of AlliedBarton Security Services and Universal Services of America.

The new Service Assurance Center will allow the company to manage the logistics of its security guards on a 24-hour basis. The company takes more than 24,000 calls and manages 33,000 schedule changes each week, said Jack Sigler, the company's Richardson-based national director of Integrated Security Solutions and Engineering.

"We are really driving technology as part of our overall security solution," Allied CEO Steve Jones told the Dallas Business Journal. "We believe that's the future of security, that it's going to be a blending of security solutions and manguard."

Recent technology innovations have already driven efficiency for the company.

Video analytics software allows remote monitoring centers to keep an eye on many locations at once by using programmed alerts. If someone passes by a certain place or "hovers" for more than 10 seconds in a defined area of the security camera's view, remote workers are alerted to bring up that specific camera. The remote monitors have 19 potential alerts they can set depending on the wishes of the client.



PHOTO PROVIDED
Steve Jones, CEO of Allied Universal

“Then, our security control operators can make a decision about what their response should be,” Jones said. “That is one of our biggest breakthroughs.”

The company also uses a tool called ThreatMinder, which searches through the internet, including social media sites, chat rooms and other deep web sources, for information on particular clients or individuals. It could help draw attention, for instance, to a spurned employee making threats about a company online.

And at the Richardson office and increasingly at client locations, Allied has put security robots on patrol. With four cameras, heat sensors, wifi sensors, and several more ways to monitor its surroundings, the robots are another tool at the disposal for its Richardson monitor and response center.

As with video analytics, the company doesn’t develop the technology itself. The security robot is developed by California-based [Knightscope, Inc.](#)

“We’re becoming a proactive security solution instead of a reactive,” Sigler said.

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