

Company of the Year



Sofitel Heathrow T5
CCTV and access control

REMAS Ltd wins Management and Security Company of the Year award from Business Industry Today magazine



David Trimmer,
MD, REMAS Ltd
and Security Design Centre Ltd



Access control systems



CCTV systems

Business and Industry Today magazine was extremely pleased to present REMAS Ltd with its Management and Security Company of the Year award, in recognition of the commitment and skill of the company's highly dedicated and experienced staff team. REMAS has set itself the target of achieving nothing less than excellence, ensuring that it will continue to compete with the worlds' leading security and site management companies.

Based in Halesowen, in the West Midlands, Remote Management and Security Ltd (REMAS) is a market leader in supplying networked and stand-alone CCTV and access control systems. The company was formed in 1999 and is amongst the first in the UK to pioneer digital based CCTV technology. This new technology has meant that remotely operated CCTV dome and static cameras can be integrated into a complete system, using digital video recorder transmitter systems and 24/7 remote monitoring stations.

David Trimmer is the MD and co-founder of REMAS, as well as the company's sister company Security Design Centre. REMAS is celebrating its 10th

anniversary this year, and the future is looking very bright. David formerly chaired the West Midlands NSI Gold accredited installer group and is a well known and respected businessman in the security industry. He feels that part of the success of both companies is due to their close adherence to agreed business and marketing plans.

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David Trimmer
Managing Director REMAS Ltd

The policies at REMAS are very clear, as David explained, "At REMAS we have a clear product selection policy. We prefer to carry a limited range of proven, high quality, products as this enables us to offer in-depth engineering and site specification support. I know the equipment we use is reliable and compatible and our engineers know

how to maximise its set-up and operation on site. I ensure we are not influenced by product trends, but do keep abreast of genuine technological developments in the industry, in order to understand how they might benefit ourselves and our customers."

Listening to customers' needs and understanding their site requirements are fundamental to REMAS, as the company aims to solve problems rather than sell equipment. An example of this is an installation which recently took place at Loughborough University. The team installed surprisingly few cameras for such a large site, but ensured the CCTV, access, intruder and vehicle management systems supported the university's campus patrol teams. This is exactly what the university had requested, so it was pleased with the outcome.

REMAS also makes sure that it offers a high quality after sales service to all of its customers. The philosophy is to solve any problems in one visit – which is achieved in 90% of cases. REMAS is well known for the work it does nationally, on large, multiple site security

and remote building management applications.

Two thirds of the annual business comes from security installation work, with the remainder coming from site maintenance and remote monitoring. With 80% of the company's business coming from existing customers, developing good business relationships with customers and making sure they are happy with the service at all times are core company policies and priorities.

Making a profit is also core to any successful business, including REMAS. David Trimmer believes this is a double edged sword that has two intrinsic sides. Firstly, only taking on work that will make a profit for the company and

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Opus 40, Warwick A46 off junction 15 of the M40 Comprehensive site security with remote monitoring



Loughborough University, CCTV, barrier and access control



SDC Management Team. Left to right - James Basterfield, Commercial Director; David Trimmer, Managing Director; Richard Bissett, Technical Director; Michael Paul, Sales & Marketing Director.

secondly, only spending money where it is needed. The result is REMAS remains profitable, is able to charge a fair price for the work it does, but remains competitive as it wastes as little money within the business as possible. A key part in its strategic spending is making sure all staff are efficient and effective. This is achieved at REMAS by providing regular work reviews for everyone and making certain everyone is properly trained. As a result, the company is a lean business with strong staff teams.

REMAS understands that it is essential to always plan for expansion and contraction and this has served the company well during the recession. This prudent approach avoids crisis management, where decisions are made under extreme stress and may not be well considered. David Trimmer considers it important for REMAS to stand out on quality and service in order to survive and grow – a philosophy that must be music to the companies' customers' ears.

David Trimmer believes that offering remote monitoring is the way forward for REMAS, as it meets so many customer needs. It lowers the risk of personal injury to staff, can save on manned guarding costs, gives 24/7 surveillance and can instigate an immediate police response to a verified alarm. He believes it makes for a cheaper and more effective solution for all customers.

It is clear to see why REMAS has been chosen for the Business and Industry Today award. The company offers a superior service to a specific plan, using the skills of well trained and dedicated employees. We wish them many congratulations. ●



Remote Management and Security Ltd.

REMAS Ltd
Falcon House
Bloomfield Street West
Halesowen
West Midlands
B63 3RD

T: 0844 984 9645
F: 0844 984 9646
www.remas.co.uk
sales@remas.co.uk

A Bloomfield Group company and sister company of Security Design Centre Ltd.

