



# Monitoring Centre Options Analysis

## Assessing the options for delivering a Monitoring Centre

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### Situation

An organisation that provided an alarm monitoring service to its customers used a Control Centre provided by the Borough Council to deliver the service. The contract for this arrangement had expired and the client wished to review the options available for delivering this service in the future together with an understanding of the implications of each of these options. There were some pricing issues with the Borough Council wanting to increase charges and the client thinking the current charges were excessive. Mpathy Plus were engaged to undertake an analysis of the options and report to the Executive Team.

### Action

- ▲ Reviewed the current service delivery
- ▲ Development of three options for future service delivery
  - Continue/extend arrangement with the Borough Council
  - Set up an in-house service (including technology, staff and infrastructure components)
  - Outsource to a third party
- ▲ Visited the Control Centre and met with Borough Council representatives
- ▲ Analysis of performance data and current costs
- ▲ Evaluation of costs involved in each option
- ▲ Review of market for third party providers

### Result

- ▲ A report detailing the perception of issues with the costs of current service provision
- ▲ A clear analysis of each option looking at costs, ease of implementation, operational requirements and the pros and cons.
- ▲ An evaluation of the impact of changing from the current service model
- ▲ A recommendation on how to proceed in order to maintain the quality of service to all customers involved.

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