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## **Company of the Month: Northeast Security, Inc. improves security, manages risk and delivers value**

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For over 45 years, New England's commercial real estate and business leaders have entrusted Northeast Security, Inc. to provide for the safety and security needs of many of the region's premier class A high-rise properties, corporate campuses, office parks, industrial and warehouse facilities, educational institutions, health care institutions, and residential communities.

Northeast Security meets these safety and security needs with contract security, intelligence and investigations, and security technology solutions delivered through its integrated business groups of Northeast Security, Inc., Northeast Intelligence Group, Inc., and Lighthouse Integrators, Inc.

Northeast Security's contract security offerings include armed and unarmed uniformed security officers, concierge services, patrols, security assessment and advisory services, executive protection, and emergency preparedness and life safety training programs.

Northeast Intelligence Group brings direct access to an extensive network of federal agents, attorneys, former prosecutors, accountants, intelligence officers, and crime scene investigators to provide corporate investigations, litigation support, fraud and financial investigations, background investigations and data forensics.

Lighthouse Integrators' solution architects and technicians form an integrated team with the security experts of Northeast Security and Northeast Intelligence Group to create high value, total security solutions in the areas of access control, communications, intrusion detection, mass notification and video surveillance.

With a clients first workforce culture focused on service quality and customer satisfaction, Northeast Security has been recognized for Service Excellence by the Building Owners and Managers Association (BOMA). "Northeast Security's leadership team understands that security and emergency preparedness have a direct impact on business and property values through asset protection, business continuity and resiliency, reputation risk management, and tenant satisfaction." said Brian Kickham, CEO of Northeast Security. "We strive to set the industry benchmark in quality, service and value by utilizing an approach that integrates concierge-style security officers with the latest in security technology and ready access to a global network of intelligence resources, all managed by a dedicated client manager who serves as the voice of the customer. The result is improved security, a higher level of client service and attentiveness, and a more cost effective use of security budgets."

Northeast Security and its clients enjoy a stable, motivated, and loyal workforce with one of the best employee retention rates in the industry. The firm's more than 1,000 security officers, security technology specialists, and investigators are supported by a fleet of patrol vehicles and a 24/7 command center that is linked to local, state, and federal alert systems to provide immediate emergency response and staffing within the first 1-2 hours of a natural disaster, terrorism event or

other large scale emergency.

Northeast Security's experts have backgrounds in commercial real estate, property management, private security, security technology, US Military Special Forces, FBI, and local law enforcement. They are frequently sought out by local and national news organizations, security industry groups and community groups for their subject matter expertise. The firm is active in its support of the security industry through organizations such as BOMA, NAIOP, ASIS International, International Association of Campus Law Enforcement Administrators (IACLEA), International Association of Healthcare Security and Safety (IAHSS), and Mass. Chiefs of Police Association.

Northeast Security has long prided itself in its ties to, and support of, local law enforcement and the United States Military. This past June, as part of its 45th anniversary speaker series, the firm was joined by general David McKiernan (USA-RET), the distinguished four-star general who served as Commander of the International Security Assistance Force (ISAF), Afghanistan, and as Commander, US 3rd Army that attacked into Iraq and removed Saddam Hussein from power the following year. General McKiernan shared his insights on the impact of US Military Interventions in Afghanistan, Iraq and around the globe on the security risks to our buildings, businesses, and public facilities here at home.

As a privately held, New England owner-operated business, Northeast Security believes that its direct control of 100% of its resources is a competitive advantage which eliminates any barriers to continued investments in its clients, its people, and the communities it serves. "It's all about quality employees, customer service, and client relationships." said John Hennessey, president of Northeast Security. "While some security companies have responded to the budget pressures of the current economic environment by reducing investments in training, quality assurance, customer service and local charitable giving, Northeast Security has taken a different approach. We have made significant new investments to further enhance our capabilities and customer service, including establishing a dedicated quality assurance and client management function, expanding the availability of our popular Ritz-Carlton® Customer Service Program, to all employees, deploying leading- edge technology to drive quality and administrative efficiency, and expanding our Lighthouse Integrators and Northeast Intelligence Group businesses to better serve the broad security needs of our clients. Additionally we continue to maintain an active local ownership presence with our clients and industry colleagues, while generously supporting such local charities as The Wounded Warrior Project, Lead the Way Fund, Dream Day on Cape Cod, The Jimmy Fund, Building Impact, Rodman Ride for Kids, and the Red Cross."

For more information visit [www.nesecurity.com](http://www.nesecurity.com).

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