



The Benefit of Knowledge, Experience and Customer Service

For **Associated Lead Mills (ALM)**, the UK's leading distributor of rolled lead and ancillary products, the need for a secure building was imperative. Their priority was to find a partner who would not only deliver to the required specification but who they could trust to listen to their needs and offer continual support.

The challenge

It was vital that ALM had a highly secure warehouse for the safety of the employees and the high valued metals they manufacture. Some of their existing equipment was broken and it all needed re-certificating to bring it up to the regulated standard. Having received poor customer service from previous security providers, ALM wanted to find a security provider who take pride in their work and offered 1st class customer service by ensuring the safety and security of their employees and premises.

The solution

Working with ALM, iDiS created a plan that involved replacing faulty equipment and where possible updating the existing equipment to ensure that everything met current standard regulations. Their solution, including an Intruder Alarm and CCTV equipment, was all re-certificated, ensuring complete security peace of mind. Throughout the process, iDiS listened to ALM and took time to build trust and offer reassurance that their voice was being heard.

How we added value

iDiS were mindful that offering a complete replacement of ALMs security equipment could be a costly process, so they utilised the existing equipment where possible. Offering expert advice to ensure the project met ALMs needs, delivering the project on time and in budget, and ensuring the right support was always at the end of the phone offered ALM reassurance to confirm they made the right choice. Following the success of this project, iDiS have taken over the complete security of ALMs second warehouse.

“ The proposal met our requirements at a more competitive rate and we felt assured that the ongoing service requirements would be met with a continuity of personnel – this is as important as effective equipment.