



UNPACKING THE PURPOSE OF AN SOC FOR PHYSICAL SECURITY PROVIDER

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CEO – GUARDIAN PROTECTION FORCE INC.,

CEO & FOUNDER – GUARDIAN SECURE SOLUTIONS



ABOUT THE SPEAKER

- Began with Guardian Protection Force Inc., in 2010. Named Chief Executive Officer in 2022.
- Founded Guardian Secure Solutions LLC in March 2024.
- California Association of Licensed Security Agencies, Guards & Associates – Vice President
- Masters of Business Administration, University of California, Davis



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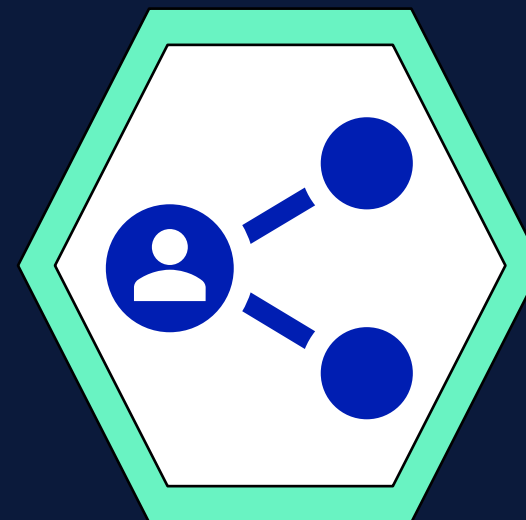
AGENDA



**Security Operations
Center (SOC) 101**



**Build Your Own
Dispatch**



**Shared Center
Benefits**

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01

SECURITY OPERATIONS CENTER 101



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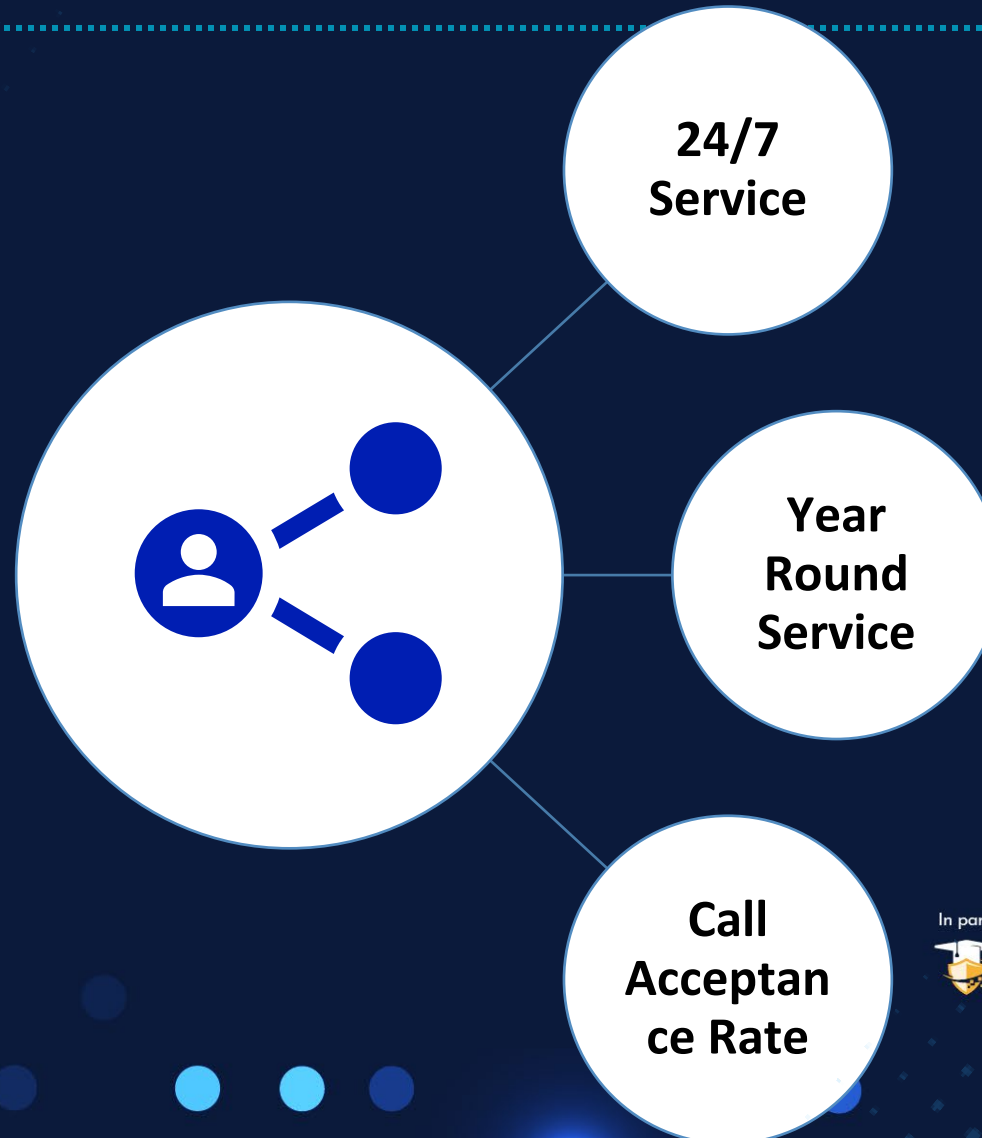


DEFINING AN SOC FOR PHYSICAL SECURITY PROVIDERS

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HOW DOES AN SOC OPERATE



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AN SOC FOR PHYSICAL OPERATORS

→ Daily
Report
Genera-
tion

→ Patrol
Route
Tracking

→ Call
For
Service

→ Shift
Checks

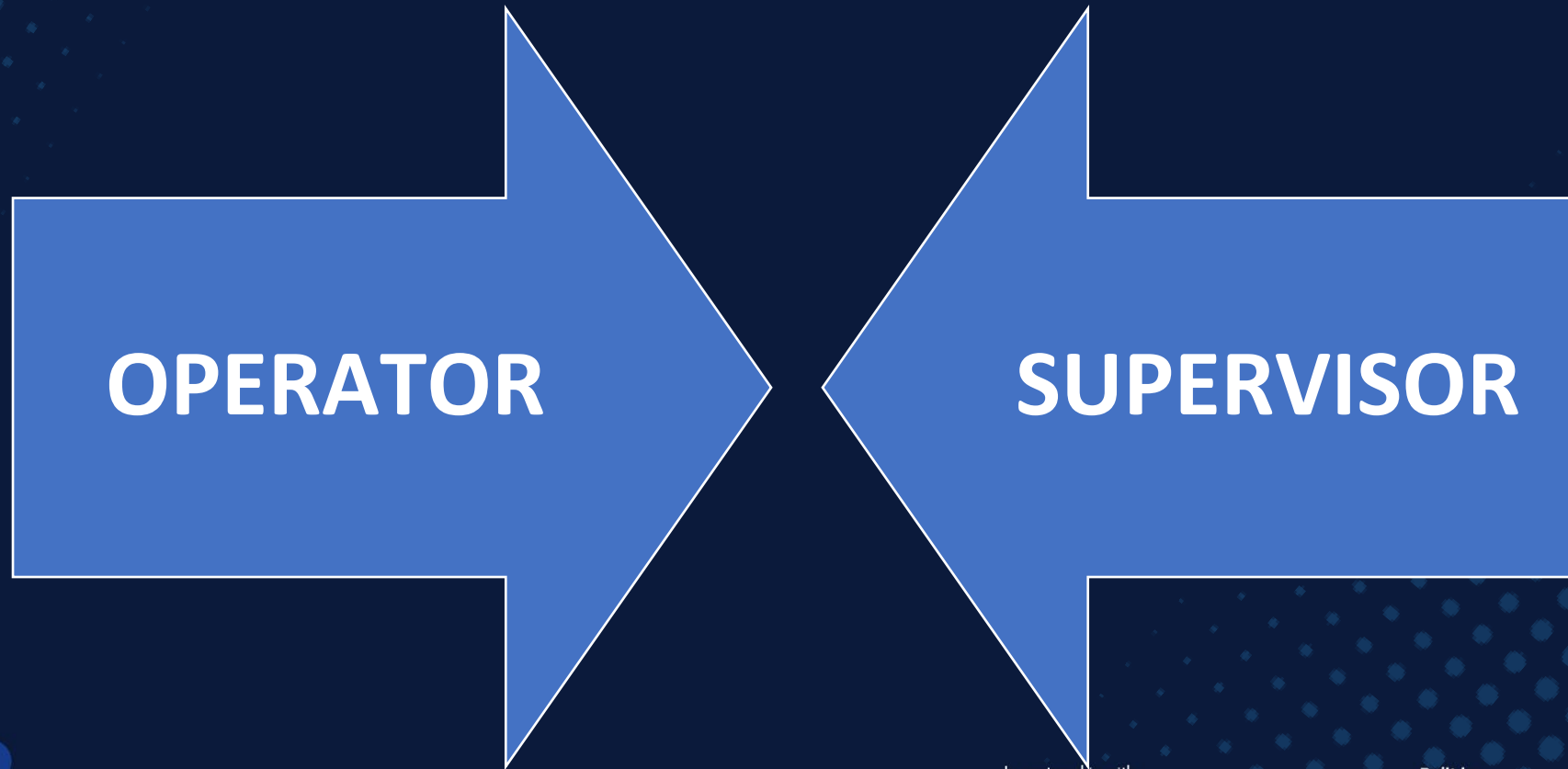
→ Officer
Wellness
Checks

→ Call
Handling
and
Manage-
ment

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DISPATCH VERSUS MOD



02

BUILD YOUR OWN DISPATCH CENTER

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TO DISPATCH OR NOT



**Company
Launch**



**1-25
Employees**



**25-50
Employees**



**50+
Employees**

DISPATCH CONSIDER- ATIONS



Assess Your Call Volume



Considering Existing Resources



Conduct a Tech Assessment



Client Inventory



Conduct a Budget Analysis

ASSESS YOUR CALL VOLUME



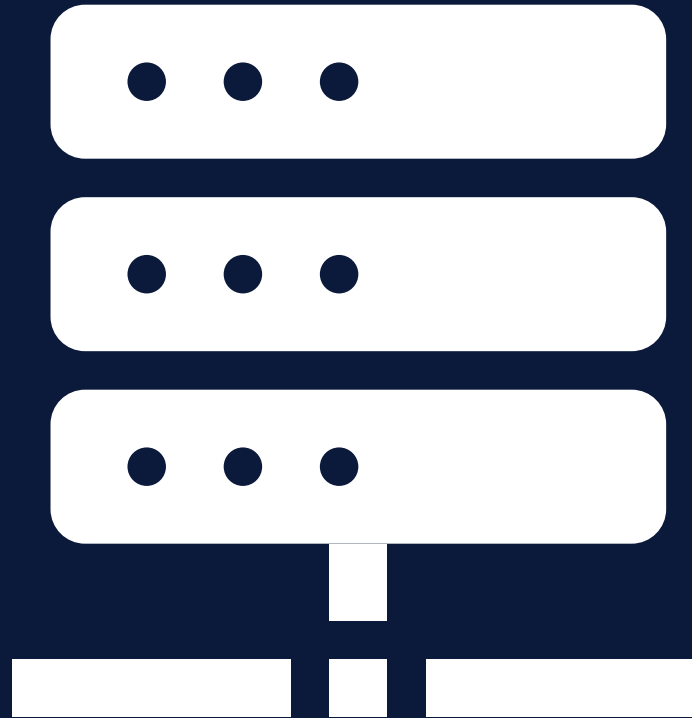
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CONSIDER EXISITING RESOURCES



CONDUCT A TECH ASSESSMENT



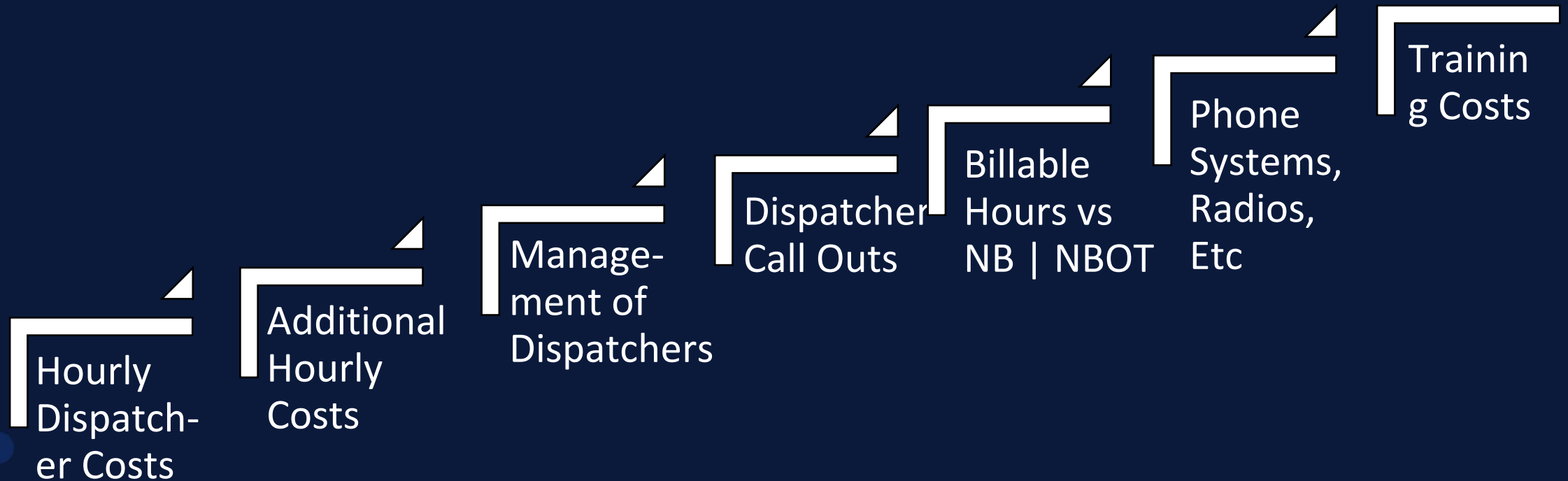
CLIENT INVENTORY



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CONDUCT A BUDGET ANALYSIS



BUDGETING FOR A FULLY FUNCTIONAL SOC

HOURLY PAY FOR A 24x7x365 DISPATCHER

$$\$22/\text{HR} \times 24\text{HRs} \times 365 = \$192,720.00$$

BASE SALARY SAMPLE

PREPARE YOUR SOC FOR SUCCESS

STEP I

**Prepare SOC
Protocols**

STEP II

**Hire A Stellar
Operator Team**

STEP III

**Complete
In Depth
Training**

STEP IV

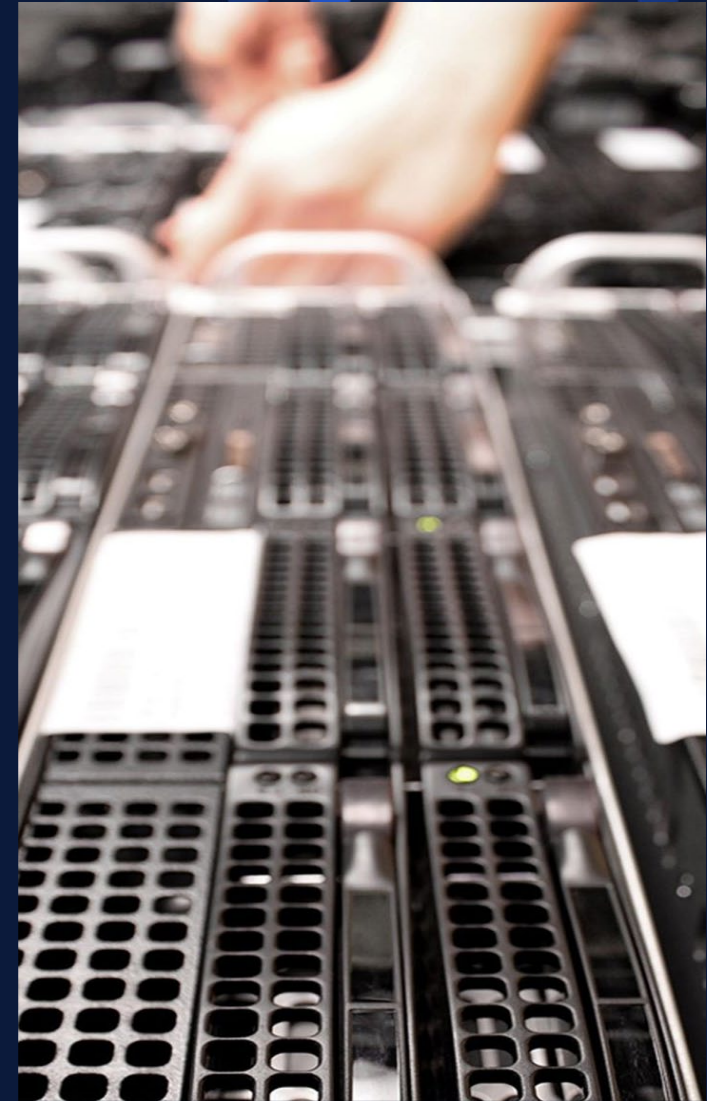
**Launch Your SOC &
Streamline Workflows**

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03



BENEFITS OF A SHARED SOC



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COST SAVINGS

-  Relieves the Cost of an In House Dispatcher
-  Consistent Reports
-  Relieves Third Party Services
-  Experts in many platforms and processes



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COST SAVINGS: BY THE NUMBERS



AVERAGE COST
SAVINGS

\$200K



PAYROLL

80%



EQUIPMENT

10%



OTHER

10%

ADDING VALUE TO YOUR CLIENT PORTFOLIO



Employee
Retention



Recruit-
ment



Client
Retention



Officer
Safety



Work Life
Balance



Increase
Revenue
Potential

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OVERVIEW OF BENEFITS



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LET'S STAY CONNECTED



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THANK YOU

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The logo for SIA Education at ISC, featuring a graduation cap icon, the text "SIA EDUCATION at", and a yellow square with "ISC" inside.

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The logo for PX, consisting of the letters "PX" in a stylized, bold font.
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