



We find ourselves in unprecedented and uncertain times and we want to reassure you of the measures we have in place to continue the service we provide to you.

At Advance Security we have been following the recommendations and official advice from the Government and the World Health Organisation. Our staff are being regularly updated on the situation and are taking the necessary precautions.

We are currently open for business, our key office-based staff are working from home. The phone lines have been diverted accordingly but if you know the email address of the team member you need to contact, this would probably be the best option, alternatively sales@advance-security.co.uk will be continually monitored.

We have made the decision to postpone all service maintenance visits until further notice, to minimise unnecessary interaction. However, we can offer telephone support for contracted customers and will attend in an emergency should Government guidelines allow us, and it is safe to do so. We will continue to send renewal invoices for annual service and maintenance contracts to ensure continuity of outside monitoring and support from our engineers. Our monitoring centre EMCS, have a robust disaster recovery plan in place which covers connectivity, communications infrastructure as well as staffing resources. Please rest assured that we will do everything we can to continue to support our customers at this difficult time.

Thank you for being a loyal customer. Take care of yourselves and your families.