

# Keeping watch over Bucherer's prestigious London locations

## Providing remote and on-site security for a luxury retail brand

“Throughout, the security expertise has been of a very high standard.”

Paul Cross, Security and Safety  
Country Manager, Bucherer, UK

### About Bucherer UK

Bucherer is a distinguished name in the watch and jewellery industry, and the locations of its London stores – including Knightsbridge and Selfridges – reflect the prestige of its offering.

On the recommendation of their security colleagues in Switzerland, Bucherer UK approached us to discuss state of the art security solutions for their Royal Opera House store and London Head Office in Soho.

### The story in brief:

- The requirement was a combination of remote and on-site security at two key sites
- We installed an intruder alarm and CCTV systems, monitored remotely 24/7 by the Securitas Operations Centre. In the event of an alert, we despatch a mobile patrol team. Videocom and card swipe access control systems ensure only authorised access.
- We also provide keyholding and locking/unlocking services to several locations.

### Fast facts

1

Sector  
Luxury retail

2

Location  
London, UK

3

Services  
CCTV, intruder alarms,  
remote monitoring,  
access control  
systems, keyholding,  
accompanied locking/  
unlocking







### Timely solutions

Rolex, Cartier, Longines and Bucherer itself – these are just some of the exclusive watch and jewellery brands to be found in the shimmering stores of this family-owned Swiss company. As you would expect, the value of these luxury goods and the safety of staff means security is an absolute priority.

Bucherer asked us to recommend remote security solutions to provide 24/7 protection for its flagship store at the Royal Opera House in Covent Garden and its head office in Soho. The principal threat to both sites is theft – opportunistic or premeditated – so we proposed a combination of electronic and physical security services to deter, detect and react to any such event. “Securitas created a bespoke security solution in line with our insurers conditions and the proposal was very thorough,” says Paul Cross, Security and Safety Manager for Bucherer in the UK.

Having been given the go-ahead we installed internal CCTV cameras and intruder alarm system at both locations. These systems are monitored remotely by our industry-leading Securitas Operations Centre (SOC); if an alarm is triggered, our SOC officers use the CCTV feed to identify and assess the situation. A mobile patrol team may then be despatched to investigate further.

We also installed access control systems at both sites; authorised staff have swipe cards and their own pin code to enable them to enter and a videocom enables those within to visually identify anyone else who requests access. “The project management and implementation of each fit-out was top notch, and the tech support has also been very good,” confirms Cross.

### Security presence and dual PIN access

Bucherer takes staff safety very seriously, so we recommended that our mobile security services be used to provide additional support at vulnerable times, principally when unlocking or locking up the premises.

At the pre-agreed times, a keyholding Securitas officer attends the site; the officer and authorised Bucherer employee have separate PIN codes, both of which must be entered to lock/unlock the system. We also provide this keyholding and accompanied lock/unlock service at other Bucherer locations.

Satisfied with our security solutions for the Royal Opera House store and Soho office, Bucherer then briefed us to install access control and remote-monitored intruder alarms and CCTV at their Rolex store at Selfridges. Having recently submitted proposals for a similar remote monitoring security system at their Rolex store at One Hyde Park, we are hopeful that our relationship with this prestigious brand will continue to grow.

To find out more about how our solutions-led approach could support your security needs please get in touch.

@securitasuk    securitas.uk.com



“Securitas’ proposal was very thorough, and we appreciated the fact that they didn’t try to sell us anything we didn’t need.”

Paul Cross,  
Security and Safety Manager, Bucherer UK