



CLIENT SPOTLIGHT

Enhancing Security with Objective Data – A Consulting Firm Finds Success with CAP Index

CLIENT PROFILE:

An established consulting firm for the energy security industry, this company specializes in threat vulnerability assessments, insider threat risk management programs, anti-terrorism planning, security management program design and implementation, and security audits and assessments.

THE SITUATION:

Before utilizing CAP Index's services, the firm faced challenges in distinguishing between subjective opinions and objective facts when assessing the safety of various sites and areas. The available crime risk information was often based on the opinions of original writers, making it difficult to rely on for critical and independent decision-making.

“CAP Index allows us to focus on the objective, not the subjective.” – Security firm team member

THE SOLUTION:

CAP Index provided a transformative solution with their CRIMECAST reports. The data is purely objective and supported by regular validation studies, which ensures accuracy and builds client confidence. Therefore, the firm's security experts could develop programs based on objective information rather than subjective opinions. “CAP Index allows me to focus on the objective, not the subjective” a team member noted.

Impact on Decision-Making

The integration of CAP Index's CRIMECAST reports significantly improved the firm's threat vulnerability assessments. As one security consultant said, "Starting with CAP Index's data gave me a solid foundation to build my assessments, making them more reliable and effective."

Measurable Outcomes

The consulting firm's customers appreciate the clarity and certainty that CAP Index's data and reports bring to security planning. The CRIMECAST maps are particularly valued, with clients often evaluating them using local knowledge to validate their accuracy. One security consultant remarked, "Clients are fascinated by the CRIMECAST maps. The comparison with their local knowledge adds credibility to my presentations."

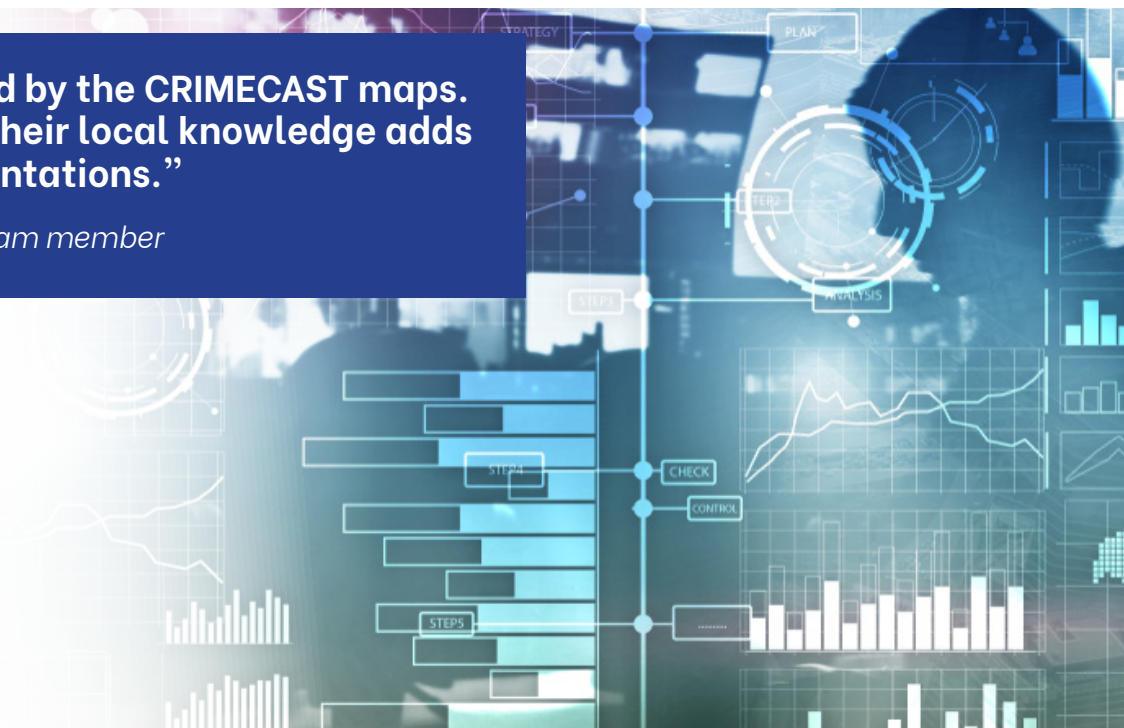
When one of the firm's clients had a team visiting a new site, they used CAP Index's city maps to guide them safely through unfamiliar areas, preventing security risks and protecting the safety of the travelling team. The consultant shared, "Using CAP Index's city maps for visiting teams was invaluable. It ensured they avoided dangerous areas and stayed safe."

Feedback from Stakeholders

The firm's team and stakeholders value the objectivity of CAP Index's data. Once introduced to the products and given time to adapt, they no longer question the data's validity, saying "The objectivity of CAP Index's data builds trust. My team and clients have come to rely on it without question."

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- Security Consulting firm team member



Influence on Security Strategy

CAP Index's data has become a cornerstone of the firm's security assessments. By utilizing trending data, they can develop strategies grounded in future projections rather than past events, ensuring that security measures are both forward-looking and robust.

Another of the company's clients was sending a team to do an audit in a high-risk area of a city. CAP's data allowed for the design of a comprehensive safety program tailored to their specific needs, greatly enhancing their protection during the audit. The consultant who developed the program stated, "Areas are often more dangerous than they look, so this team could easily have gone into the project unprepared and unprotected. From my perspective, having the capability to keep people safe is extremely important."

Advice for Prospective Users

For companies considering CAP Index, this client recommends getting thoroughly familiar with the products and asking detailed questions. Understanding the methodology enhances the usefulness of the data and enables effective client communication.

CONCLUSION:

CAP Index's services have been instrumental in providing objective, reliable data that enhances security planning and decision-making. The clarity and credibility of their data have built trust with clients and significantly improved the effectiveness of security strategies for this security consulting firm.



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- Consulting firm president

Why CAP Index?

For more than 35 years, customers have trusted CAP Index to help identify their crime risk and increase safety at their sites. That's because we provide unbiased, objective data that empowers informed decision-making. Unlike other security vendors, CAP Index does not sell security equipment or technology, ensuring that our insights are purely data-driven and free from any conflicts of interest. By leveraging CAP Index's comprehensive analysis, retailers can pinpoint high-risk areas, allocate resources more effectively, and implement tailored strategies to enhance safety and operational efficiency, ultimately leading to a more secure and profitable business environment.

Contact us at askcap@capindex.com

800-227-7475
capindex.com