

"DCL Security have a great business ethos. They treat security of our premises as if they are looking after their own premises and because they know the security business so well my team can always trust their recommendations"

John Brawley, Managing Director, Pacific Care



Caring for Success

Pacific Care is a family owned business providing care home facilities and day care services for older people in Glasgow and Renfrewshire. The Pacific Care team is focussed on delivering tailored care solutions for families and they were looking for a similar customer service ethos in the security provider they chose. With values of individuality, innovation, freedom and growth underpinning the Pacific Care approach, they needed a security partner who would understand their particular business needs.



Bespoke Approach

Pacific Care needed a security partner who could provide keyholding and alarm services and who could respond quickly. They also wanted a security partner who would offer a complete service, in the event of attending an alarm call and finding a broken window – no matter what time of day or night – we will contact the emergency and repair services rather than leave this for the client to action the next day. Given the nature of Pacific Care's business this was exactly the level of bespoke service they were looking for and they know they can rely on the same level of service every day, 365 days a year.

Working Together

Delivering the right security solution for Pacific Care has been a priority for the DCL Security team for 7 years and in that time we have developed a detailed understanding of their business to help us provide exactly what they want. They know they can rely on our quick response and they know that we will always ensure their premises are secure before we move on.

"We have worked with the DCL Security team for 7 years, they are easy to work with and very friendly. They are always reliable and are able to respond quickly which is exactly what we need."

John Brawley, Managing Director, Pacific Care