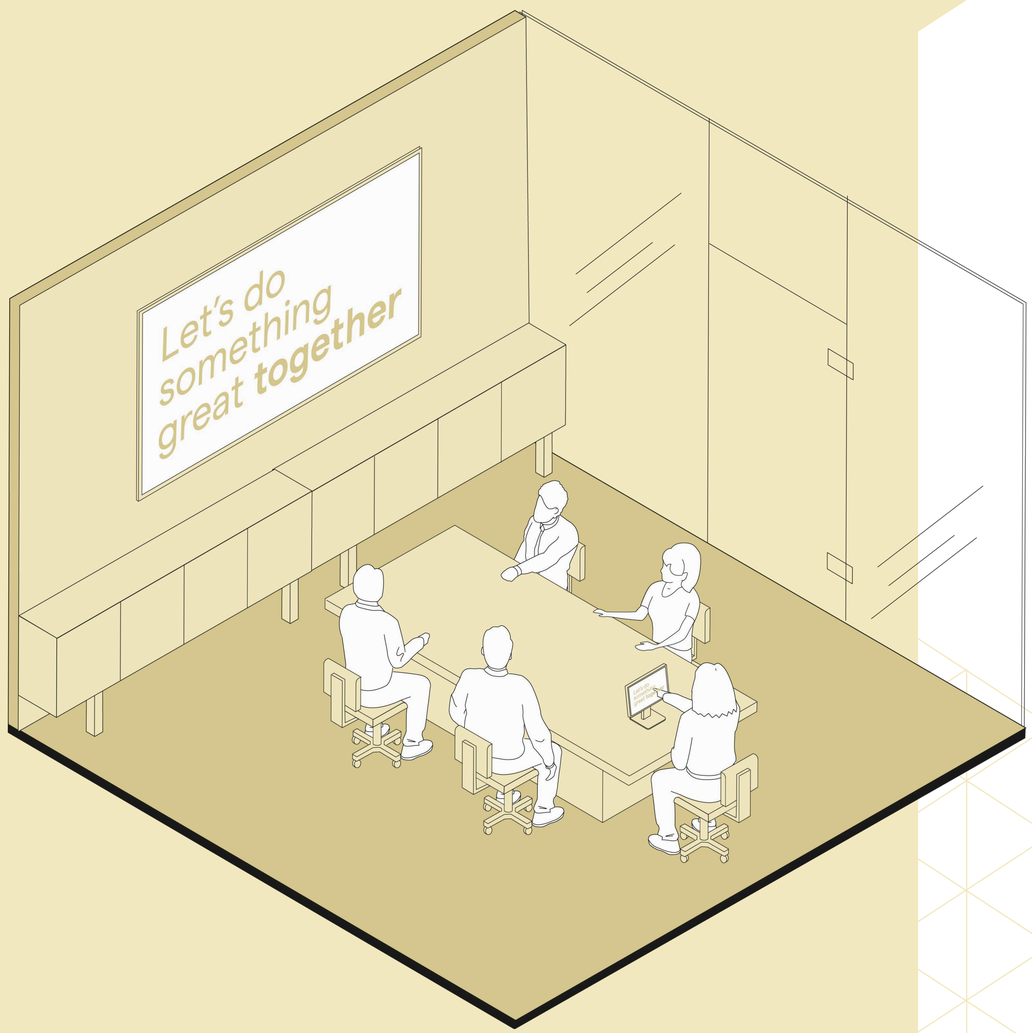
Facit

mitie



Partner Case study: Mitie

Overview

Since 2024, Facit has partnered with Mitie, one of the UK and Ireland's leading security providers, to strengthen their managed service offering. With two distinct arms of their business - traditional security services and Mitie Tech, their Ireland-based managed service operation.

Objectives

- Gather and operate video footage with integrity
- Ensuring compliance with GDPR and other data protection laws
- Ensure the safety of staff members
- Dramatically reduce video editing time and manual effort

Introducing Facit and Mitie

Since 2024, Facit has partnered with Mitie, one of the UK and Ireland's leading security providers, to strengthen their managed service offering.

With two distinct arms of their business - traditional security services and Mitie Tech, their Ireland-based managed service operation. Mitie supports some of the country's most high-profile organisations, from Retail Banking and Central Governance.

As their customers looked for faster, more secure ways to manage sensitive video data, Mitie turned to Facit's on-premises video redaction software.

Together, we've enabled compliant, efficient, and scalable solutions that meet the needs of complex, high-security environments.

The Challenge

Mitie's clients operate in highly regulated sectors where data protection, compliance, and security are non-negotiable. These organisations needed:

- On-premises redaction capabilities to ensure no video data left their secure environments.
- GDPR alignment and the option to deploy in air-gapped settings for maximum confidence.
- Faster turnaround times, as outsourcing video redaction to third parties had become slow and inefficient.
- Scalable managed service options, so their SOCs could deliver consistent results across multiple end-customers.

To continue delivering trusted managed services while expanding their offering, Mitie required a solution that was secure, practical, and easy for their staff to operate on behalf of clients.

> "The support team at Facit has been exceptionally helpful whenever I've needed assistance, providing prompt and effective resolutions."
>
> Michael McKerr
> Remote Engineering
> Service Manger

The Partnership

For us, it is truly a partnership approach, focused on collaboration, transparency and shared goal.

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Facit worked closely with Mitie to integrate our redaction software directly into their managed service workflows. Key elements of the partnership included:

- **Per-customer licensing:** Each end-customer received their own managed service licence, ensuring clear accountability and compliance.
- **On-premise deployment:** Redaction software was installed on dedicated machines within Mitie's offices or embedded within client SOCs which were operated exclusively by Mitie employees.
- **Seamless integration with existing teams:** Within retail stores for example, SOC staff work on-site with client credentials but are employed and managed by Mitie.
- **Rapid rollout:** One customer went live in April 2024, and within two weeks, we had a similar request regarding the same solution after seeing the immediate benefits.
- **Trusted advocacy:** Michael McKerr at Mitie and his team have championed the software internally and externally, showcasing its value to their expanding client base.

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- **Trusted advocacy:** Michael McKerr at Mitie and his team have championed the software internally and externally, showcasing its value to their expanding client base.

> "Facit has been receptive to our feedback on features that would benefit our specific redaction needs, passing these suggestions on to their development team for future software updates."
>
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The Results

The partnership has delivered measurable impact for Mitie and their clients

- **Compliance confidence:** High-security organisations now manage video data fully on-premise, aligned with GDPR and industry requirements.
- **Operational efficiency:** Outsourced, time-consuming processes were replaces with direct, in-house redaction - cutting turnaround times and costs.
- **Service scalability:** Mitie can now offer video redaction as part of their broader managed services across hundred of customers.
- **Faster adoption:** Two customers quickly signed up once they saw teh efficiency and compliance benefits, demonstrating strong client trust
- **Revenue growth:** Facit's software has enabled Mitie to add a new, value-adding service stream within their existing contracts.

Looking Ahead

With one of the largest security operations in the UK and Ireland, Mitie is well positioned to expand this service to a wide range of customers. By embedding Facit's software within their SOCs, they can continue to deliver managed services that are **compliant, efficient, and trusted.**

Our partnership with Mitie is just the beginning of unlocking greater opportunities in managed services - ensuring customers across banking, government and retail can protect sensitive video data with confidence.

> "We believe partnerships with managed service providers like Mitie are essential in delivering secure, scalable solutions for high security industries."
>
> Lauren O'Connor
> Head of Sales and Partnerships
> Facit

About Facit

Cutting-edge compliance and video analytics software

Solve problems, create opportunities and enhance business operations

23	80+	2
Countries where Facit solutions are developed	Current customers	Technology patents granted

Commitment to quality. Simplicity. Excellence. Innovation

Commitment to quality
We offer consistently high-performing products thanks to years of in-depth team experience and innovative testing.

Simplicity
We offer simple solutions to complex problems, saving you time and resources.

Excellence
We help our clients future-proof their organisations with compliant document and video redaction solutions.

Innovation
We work with the brightest minds from around the world to deliver innovative solutions for our compliance and video analytics clients.

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