



MACROTECH SECURITY & MANAGEMENT SERVICES LTD.

Holding the Gates

No business locale is safe from mischievous design or the threat of breach. There are, however, effective countermeasures on the market, such as those supplied by the integrated solutions provider led by DAVID LAI.

2015 has seen a number of disconcerting incidents in Hong Kong, some involving assault and robbery, with anywhere between a few hundred thousand to several million dollars reported lost in theft. Even in the safer cities on a global scale, private citizens and organizations can't be too careful when it comes to protecting their interests.

Enter Macrotech Security & Management Services Ltd., which has for nearly a decade provided security services across the region and in Mainland China. The company trains and deploys highly skilled teams of professionals to which it also furnishes support. Its clients list many noted brands including global luxury retailers and other multinational companies.

Particular set of skills

Entrepreneur KT Leung established Macrotech in 2006 after serving in the Hong Kong security field for 18 years. His experience spans working for the Royal Hong Kong Police, as well as private engagements as regional security manager of an international retailer and general manager for an international security company in the city.

Prior to its founding, the Macrotech Security Group aimed to offer a select number of clients a totally integrated package of professional security services from a single source. "Our initial concept was to provide clients not only with an independent, well-trained and highly motivated security team but also maintain a pool of skilled resources, in order to make specialist expertise available whenever necessary," says General Manager David Lai.

Like its founder, company staff boasts



**David Lai, General Manager
for Macrotech Security &
Management Services Ltd.**

exemplary credentials. "We have a strong pool of ex-disciplinary forces members who are all experienced and well-trained. We are prepared to deploy them for different aspects of a task whenever necessary."

A Team for Each Task

As a medium-scale organization, Macrotech places strong emphasis on individual projects, receiving pronounced focus and support from the company. All personnel receive constant, close supervision. This ensures quality service and identifies areas for improvement quickly to implement necessary changes.

Some of its work processes involve an ongoing evaluation of the security requirements of a client establishment. Qualified trainers conduct proficiency appraisals and continued training for a client's assigned security staff. This produces proactive security personnel familiar with customer liaison functions, to assist in raising a potential client's

market profile.

To meet growing industry standards, the company has formed dedicated teams with distinct specialties. One unit for example provides security vehicle escort services as another does security system installation.

An asset protection division serves a number of prestigious clients in Hong Kong, such as retail chains, the faculties of a full-contract security and loss prevention team. This entails review and control of internal shrinkage, an audit of existing security requirements, recommendations for upgrading security equipment and manpower, preparation of security procedures and policies, and a training package.

Fully Coordinated

Since its inception, the group has expanded aggressively, now comprising offices in Macau, Shanghai and Peking employing over 2000 people, 500 of which are in Hong Kong. The group strives to meet market demands for better security consistently, offering not only professional management but also quality customer service at the core of its operational logic.

"We do not want to be the biggest; just the best," says Lai. "Macrotech's philosophy is to apply the concept of customer-orientation – harmonizing our security services with the customer service standards of our clients, which most competitors may not be able to provide. This integration ensures that they receive highest quality, professional, reliable and efficient services." ■

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