

7 May 2010

To whom it may concern

Your ref:
Our ref: SRH

Dear Sir / Madam,

Re: Global MSC Security

I have been asked to provide a reference for the above company based upon their specialist CCTV consultancy work with the former Wiltshire County Council and subsequently, with Wiltshire Council from April 2009 onwards.

I first met Derek Maltby of Global MSC Security in April 2008 and enjoyed a productive and cost-effective relationship with him and his team from the outset whilst they provided professional CCTV consultancy services. These services included :

- assisting in specifying a new CCTV scheme at Oak Tree Field residential Gypsy site and adjoining Odstock Transit Site in Salisbury;
- producing the specification, evaluating tender returns, negotiation and liaising with the appointed contractors and other persons in connection with the project where necessary,
- providing advice, guidance and problem solving where needed,
- managing and co-ordinating the installation on-site including site visits,
- signing-off the works and checking the relevant health and safety documentation and installation manuals.

Global MSC Security was appointed as the sole consultant for these services within our very specific work area. They had already been providing consultancy services to the CCTV Manager for the former Salisbury District Council before Wiltshire's unitary authority status was implemented in April 2009. It was through following his recommendation when discussing the project that Global MSC was engaged.

We encountered no problems with their performance. Our correspondence with Global MSC Security was mainly through e-mail or telephone calls and remained friendly and professional at all times.

During the project which spanned around 20 months, consultancy fees for Global MSC were in the region of £20,000 - £25,000 ; this included some additional work in relation to the project that was awarded after the start of the contract. This innovative CCTV scheme was finally commissioned in November 2009, but our successful working relationship continues today in a technical advisory capacity only.

Service levels remained very good throughout, notwithstanding Global MSC Security's steadily improving company profile and widening commitment to this highly specialised market. Their principal consultant, Derek Maltby, should be considered increasingly as an asset to any local authority's CCTV project requirements; he has been extremely patient and understanding of some ever-frustrating local government processes and also central government's general pace whilst considering applications for grant funding ... something that many others may have found rather more testing of their general good humour !

I do hope that you will find this reference helpful when making your decision.

Yours faithfully,



Stephen Helsby
Highways Enforcement & Traveller Services Manager

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