Special Award for Small Enterprises and Start-ups
小型企業及初創企業特別獎
－Ensec Solutions Hong Kong Limited

Report Summary

Company Background

Ensec Solutions ("Ensec" or the "Company"), established in 2008, provides one-stop integrated security and IT solutions, including consultation and planning, project management, product and technology selection, engineering design, system integration, installation, technical services, training, maintenance and support. Riding on decades' experience, the Ensec team is specialized in access control systems, video surveillance and electronic retail security equipment, perimeter detection and intrusion alarm solutions, among other security and IT-related products.

Ensec Solutions has completed over 10,000 projects in different regions (covering Hong Kong, Macau, Mainland China and Southeast Asia), and has been expanding its business. Our vision is to become a world's leading security system integration provider.

Leadership

The founder of Ensec Solutions views people as the Company's greatest asset. Through communication, clear direction and support, the leadership team guide Ensec's people to grow with the Company. Our consistent principles and measures include:

- maintaining high information transparency so that employees have clear goals by understanding the Company's operating conditions and development direction in the coming year

- implementing a clear reward and discipline system in which outstanding employees are recognized, generating role modeling effects

- supporting continuous professional education and creating a family-friendly workplace for employees' work-life-family balance

報告摘要

公司背景

Ensec Solutions 成立於2008年，提供一站式保安系統及IT解決方案，包括：系統顧問和規劃、工程項目管理、產品和技術選擇、工程設計、系統連合、安裝、技術服務、培訓及維修等等，為客戶在保安領域上提供全面服務。團隊具多年經驗，在行內表現卓越，專門提供門禁系統、視像監控、電子零售保安設備、周邊檢測／保護和入侵警報解決方案等，以及其他各種的保安及IT相關的產品。

公司成立至今，已成功在不同地點（包括香港、澳門、中國內地以及東南亞地區）完成了超過10,000個項目，並一直擴展業務，我們的願景是成為全球具領導性的保安系統整合商。

領導才能

Ensec Solutions創辦人一直深信員工是公司最大的資產，透過互相溝通和給予清晰的方向及支援，帶領員工與公司一起成長，以下是我們一直持之以恆的措施：

- 保持資訊高透明度，讓員工了解公司營運狀況與及來年的發展方向，令員工有清晰的目標

- 賞罰分明的制度能表揚表現出色的同事之外亦能鼓勵其他同事繼續進步

- 訂下政策鼓勵員工持續進修與及家庭友善的措施，讓工作及家庭角色能保持平衡

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Strategy

The security system market was once dominated by a few multinational companies, making the local industry a laggard. Ensec Solutions, as a Hong Kong born brand, has built its professional image and brand successfully through its effective management system. Ensec actively shares information and know-how with peers at industry and other events to let more people know about our brand as well as facilitate advancement of the industry.

We therefore have developed a comprehensive, effective management system since Ensec was founded. Ensec has obtained ISO 9001 and ISO 14001 quality and environmental management system certification, underscoring our compliance with international standards. Ensec was later awarded "Q Award" by the Hong Kong Security Association to become one of the few companies in the industry to receive the recognition. We are also the first and only security system company to be awarded the Hong Kong Emerging Service Brand and the Hong Kong Top Service Brand awards by the Hong Kong Brand Development Council, setting new industry benchmarks.

Customers

Our main clientele includes local and multinational enterprises such as banks and financial institutions, major retail chain stores, hotels and catering groups, and transportation and logistics companies. Concurrently, we provide services to non-profit organizations at cost rates, and lead colleagues to give back to society by sponsoring and joining charitable activities.

Measurement, Analysis, and Knowledge Management

We monitor the performance of our various departments through a broad reporting process that encompasses regular financial reports, sales reports, customer opinion reports and departmental team reports, completed by timely reviews and improvement actions.

We comply with the highest possible standards for data storage, both hardware and software wise. Access rights are granted according the "need-to-know" principle.

策略

過往保安系統市場一直都被大型的跨國企業所壟斷，令本地行業發展比其他地方滯後，Ensec Solutions作為一間百分百本地創立的品牌，我們希望透過建立完善的管理系統、打造專業的形象及品牌並透過不同場合分享行業資訊，除了令更多人認識我們的品牌之外，亦希望能帶動行業更進一步。

因此我們在公司成立初期已發展出一套完善的管理系統，並獲得了ISO9001及ISO14001的質量及環境管理系統認證，證明我們的系統符合國際標準。隨後更獲得了香港保安業協會頒發"Q Award"，成為行內少數獲得此認證的企業。我們亦是行內第一及唯一獲得香港品牌發展局頒發香港新星服務名牌及香港服務名牌之保安系統公司，為行業奠下新的標準。

客戶

Ensec Solutions的目標客戶以商業機構為主，如銀行和金融機構、各大零售連鎖商店、酒店及餐飲集團、運輸物流、本地企業和跨國公司辦公室及倉庫等。我們亦會以成本價為非牟利機構提供服務，並提供贊助及參與其舉行的慈善活動，帶領同事回饋社會。

評估、分析和知識管理

透過定期的財務報告、銷售報告、客戶意見報告和部門小組報告等去監察公司各部門之表現，並適時進行檢討及改善行動。

對於公司的內部資料我們亦有一套完善的系統作儲存管理，並因應不同職級的同事給予相關的存取權限，保障公司及客人的利益。

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Workforce

To ensure service quality

- All technicians and frontline sales personnel are required to obtain Security Personnel Permit (Category D) to ensure clients can get professional advice and analysis.

- Every year we introduce the latest security technology and equipment into our selection from overseas exhibitions.

- Young people are given ample opportunities at Ensec. Over 80% of our colleagues are of the post-80s or 90s generation. Our turnover rate is relatively lower than that of our peers. 30% of our colleagues have worked in the Company for more than 5 to 10 years. Ensec will continue its people-oriented policy to create an even more cohesive and energetic team.

Operations

The Ensec team takes pride in its efficient and flexible resource deployment. Our clients entrust their lives and property to our security solutions. We are committed to zero operational disruption. We promise instant follow-up on issues encountered by clients, giving them peace of mind.

工作團隊

為確保服務質素

- 所有技術員及前線銷售人員均會考取保安人員許可證（丁類）資格以確保客戶能得到最專業的意見及分析

- 每年我們都會參與海外展覽會引入最新的安防技術及設備

- 我們也積極給予年青人機會，公司有超過八成同事也是「80，90後」。而且我們的離職率也相對同行較低，有三成的同事在公司工作已超過五至十年，公司將繼續以人為本的經營方針，營造更有凝聚力及朝氣的團隊

營運

Ensec 團隊迅速的效率及靈活的資源調配是我們引以為傲的地方，我們知道客戶將生命與財產交托給我們的保安系統，是基於對我們的信任和肯定，我們務必時刻確保所有系統都運作正常，並承諾客戶於任何時候發現問題，客戶經理會即時作出跟進，為客戶提供最大的保障。

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Results

Ensec and its people have been growing together for more than 10 years. The Company has delivered the following bright results:

- revenue growing at a double-digit rate each year

- business spanning 50 cities in 10 countries and regions

- currently serving over 1,000 enterprises, with 90% of them extending maintenance plans

- awarded ISO 9001 and ISO 14001 quality and environmental management system certification

- one of the 11 awarded "Q Award" by the Hong Kong Security Association among 1,000 licensed security companies

- the first and only security system company to be awarded the Hong Kong Emerging Service Brand and the Hong Kong Top Service Brand awards by the Hong Kong Brand Development Council

We will not be complacent. Ensec Solutions will continue to offer quality services and products of total client satisfaction on our client-first and strive-for-excellence philosophy. The Ensec brand, born and raised in Hong Kong, is set for higher global fame and an industry leader position!

業績

有賴各位同事在過去的十多年與公司並肩作戰，令公司能以飛快速度成長，並獲得了以下令人引以為傲的佳績：

- 營業額每年均以雙位數百分比增長

- 業務已遍及全球10個國家／地區超過50個城市

- 現時服務企業超過1,000個，90%以上客戶持續參與保養計劃

- 獲得了ISO9001及ISO14001的質量及環境管理系統認證

- 於1,000間持牌保安公司當中11間獲得香港保安業協會頒發"Q Award"

- 第一及唯一獲得香港品牌發展局頒發香港新星服務名牌及香港服務名牌之保安系統公司

當然我們並不會就此而自滿，我們將會繼續發揮以客為先及精益求精的態度，為客戶提供最優質及滿意的服務，讓Ensec Solutions這個香港本土的品牌進一步揚威國際，成為行業之翹楚！

Ensec Solutions, established in 2008, provides one-stop integrated security and IT solutions, including consultation and planning, project management, product and technology selection, engineering design, system integration, installation, technical services, training, maintenance and support.
Ensec Solutions 成立於2008年，提供一站式保安系統及IT解決方案，包括：系統顧問和規劃、工程項目管理、產品和技術選擇、工程設計、系統連合、安裝、技術服務、培訓及維修等等，為客戶在保安領域上提供全面服務。