

Case Study

SECOM PROTECTS TIAN TIAN MARKET'S 12 GROCERY OUTLETS

ENHANCING SECURITY FOR THE ASIAN FOOD SPECIALIST OVER SEVERAL YEARS

Security is a key priority for countless businesses of different types and sizes. One example of a company that has been enhancing its security in recent years is Tian Tian Market, which specialises in Asian groceries and related items. The supermarket chain depends on security specialist SECOM for safeguarding its premises and products.

Tian Tian Market's outlets include 12 stores scattered across London, from Ealing through to Canning Town. The chain was founded in 2016 to provide a one-stop-shop for Asian groceries, ranging from premium items through to traditional and street food products. In total, it offers over 10,000 food, drinks and lifestyle items from more than 25 east and south-east Asian countries. These include China, Japan, South Korea, Thailand and Vietnam. It also provides food-tasting events for customers during the year, varying from soju and bubble tea through to gyoza tastings.

SAFEGUARDING THE STORES

Since 2021, the Asian supermarket chain has been using SECOM for 13 different security installation projects involving all of the company's grocery outlets. These have included intruder alarm installations at each of the retail units as well as in a company warehouse. SECOM has also provided open / close monitoring. This resulted from a request from Tian Tian Market's IT Manager.

As an extra security measure, he wanted a service that would notify him if the system wasn't being set by a certain time or was being unset outside the standard specified hours.



AT A GLANCE

COMPANY

Tian Tian Grocery Outlets

INDUSTRY

Retail

SOLUTION

Intruder Alarm

“With SECOM, whenever there's been a new challenge or an issue, they've been able to develop a suitable solution.”

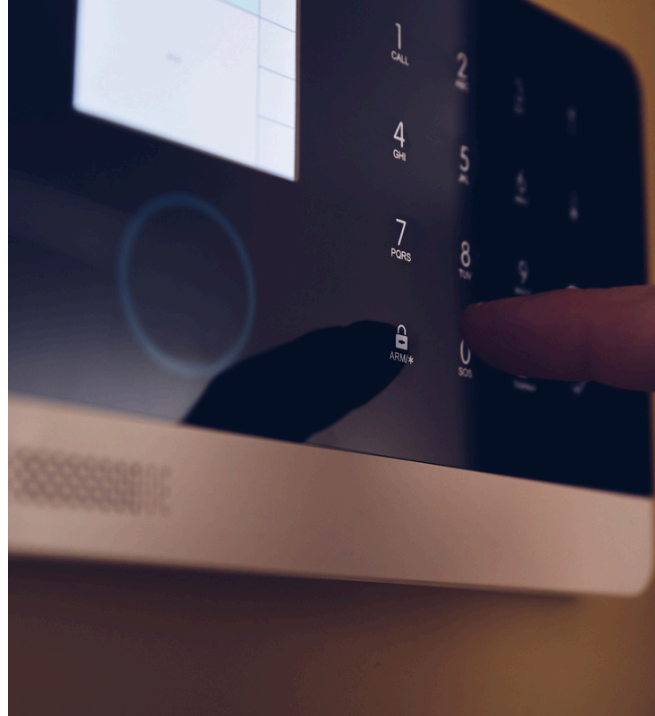
IT Manager, Tian Tian Market

A CONTINUING RELATIONSHIP

SECOM has developed an in-depth understanding of Tian Tian Market's business needs over the years, enabling its solutions to evolve as the supermarket chain's needs have changed. Tian Tian Market has been pleased with the communication levels provided by SECOM in the various projects, particularly from the remote monitoring and maintenance teams, who work well together. The chain says that the updates that are available via SM and email are excellent. It's also delighted by the consistency of contact with the security company.

Tian Tian's IT Manager states: "SECOM will always stay in contact with me until I am happy with the outcome of any particular issue or project. The work they've carried out and the products and services they've provided have been of the quality and service we'd expect, and have helped to enhance the efficiency of our stores."

Tian Tians IT Manager concludes: "I see SECOM as being professional in everything they do. The way in which they operate and provide a high quality service works perfectly for me and our business. I will continue to use them for any further security needs we have. I've been extremely happy with them and would certainly recommend them to anyone I know who needs help with their security solutions."



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