How OCS improved alarm response across 300+ court buildings with AURA

OCS, one of the UK's largest facility management providers, needed to meet strict alarm response SLAs across 300+ HMCTS court buildings nationwide — consistently, at scale, and with the reporting transparency a government client demands. They partnered with AURA to make that happen.

30-minute	Significant reduction	45%
avg. response time	in monthly financial penalties	less carbon emissions than legacy models



Challenge

OCS's contract with HMCTS required consistent nationwide alarm response across a large, dispersed estate of court buildings.

Meeting SLA targets reliably and demonstrating performance clearly to their government client required a response partner with the right network, technology, and reporting capability.

Solution

OCS chose AURA for its technology-led alarm response model, connecting incidents with suitable responders through a flexible nationwide network.

AURA onboarded 300+ site records and managed setup end to end, reducing the burden on OCS. The platform provided digital dispatch, nationwide coverage, response-time data, performance reviews, and reporting to support client conversations.

Results

Since introducing AURA, OCS has significantly improved alarm response across its portfolio:

- 30-minute average response time
- Lower monthly penalties through improved SLA compliance
- Stronger client confidence
- 45% lower carbon emissions
- Expansion potential into additional sites and regions

★★★★★

"The implementation and setup were very well managed by AURA. We did not have to do a lot. It made our lives easy, which is what you want from a supplier."

Russell Hobbs,
Director, OCS



Ready to get results like this for your business?

Talk to an expert