



Managing physical security involves a varied and intensive set of tasks. Well-supporting software is crucial in order to plan and deal systematically with the increasing flow of different operations, resources and disruptions. How do you achieve that? Fruition Partners provides the answer with the Facility Security Management (FSM) application – creating a new standard for physical security management within the ServiceNow platform.

Facility Security Management Application

Ease of use, a clear overview and mobile enabled service for end-users are important requirements in the capability of today's apps. This solution offers maximum security in the flow of resources, assets and reporting, bringing together previously separated security functions.

Key features



Security Portal

The security portal offers all your security employees a single point to access their FSM applications and the possibility to have a worldwide view of incidents, knowledge articles and news.



Physical Security Incident management

A central capability for all security processes – to be able to raise and manage specific physical security incidents such as property damage, theft and fraud. Enabling you to do the management and reporting of your physical security incidents worldwide from one central place.



Crisis management

The application allows the controlled creation, execution and management of crisis scenarios across your enterprise. The ability to visually manage urgent activities while providing flexible and dynamic communication to employees and first aid personnel via multiple channels provides a level of consistency and automated auditing when time is of the essence.

Benefits at a glance

- ✓ Excellent service for end-users thanks to seamless transition between FSM applications
- ✓ User-friendly portal for your security employees
- ✓ Less pressure on security coordinators thanks to automated processes
- ✓ Dynamic visual flow for crisis scenarios
- ✓ Flexible setup for specific roles in security
- ✓ Removes paper from the process

The near future features





Near future features



Protection management

Personnel and building security are important but complex activities, involving scheduling and managing human resources, assets, locations and costs. The custom protection service order system provides a simple way of managing, allocating and reporting on protection of both your buildings and your employees.



Fleet management

A ceThe Fleet management application provides a modern way of managing vehicles, their usage and maintenance. By managing your security vehicles in the same system as your other FSM applications, you are able to link the vehicles to security service requests. This makes sure you always have the latest information regarding the availability, location, driver and maintenance state of your vehicles available.



Service Now Agent Mobile Application

A ceA seamless integration and real time updates between the ServiceNow system and the mobile application gives employees the possibility to stay up to date and be notified via e.g. push messages and manage their activities while on the go. The ServiceNow agent app will offer users of the crisis and protection applications additional mobile functionality. Crisis users get the flexibility to fulfill their tasks using their phones during crisis scenarios. While personal protection employees get to manage their service requests and do their day to day reporting from their phones while on the job.



Rounds management

The managing and organizing of security personnel around facilities is time consuming and open to conflict. The rounds application provides a modern interface to effectively manage your resources with substantial reporting capability.

Benefits of the near future at a glance

- ✓ Mobile interface for submission, viewing and reporting across the platform and notification of agents and employees via e.g. push messages
- ✓ Increased flexibility and user experience by using the mobile agent app
- ✓ Improved global graphical reporting for incident tracking
- ✓ Enhanced management of security personnel