Meet the installer

Security life with Neil Alexander of Eclipse (IP)

Name: Neil Alexander

Job title: Managing Director

Time in security/fire: Over 20 years

Company: Eclipse (IP)

Location: Head Office in Dunfermline

Areas of expertise: All forms of electronic fire and security; CCTV, access control, intruder alarms, fire safety systems including alarms and extinguishing as well as physical security in the form of gates, barriers and bollards

Accreditations: NSI Gold

Do you use a distributor or buy direct?
Over the years we have developed key relationships with our main distributors and the vast majority of our equipment is sourced through them. There are one or two items that we deal with the manufacturers directly for and we have made a point of also developing relationships with them to ensure we are up to speed with the available products at all times.

Is third party accreditation beneficial to your company?
Being an NSI Gold approved company has been of benefit to us, especially for the corporate clients that we deal with. Again, when an insurance company or a third party consultant is involved, then the value of the NSI scheme is recognised.

What would be a typical project for you?
A typical project for Eclipse (IP) is a medium to large size business where we provide a multi-discipline solution. We are probably best known for our remotely monitored CCTV systems and having our sister, fully approved, monitoring station tends to stand us in good stead to be able to design the right system for our clients to provide the security they deserve.

Are there any common requests from customers that give you problems?
The main issue we have with customers is that a lot of the time they haven't been asked what they want the system to do (what their operational requirement is). We can often be the second or third company to talk to them and when we take the time to fully understand their needs and then offer a proven solution (including testimonials from our existing customers), we get the feedback that we were the only company to do so.

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What is the best thing about working in security?
I personally enjoy the security industry for the variety of projects and sites that we have the privilege of working on. From the likes of the →

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Commonwealth Games venues, through advanced manufacturing sites, to the likes of Edinburgh Castle, I have been able to see some very interesting and beautiful sites and feel very proud that the Eclipse team has been able to secure them through the years.

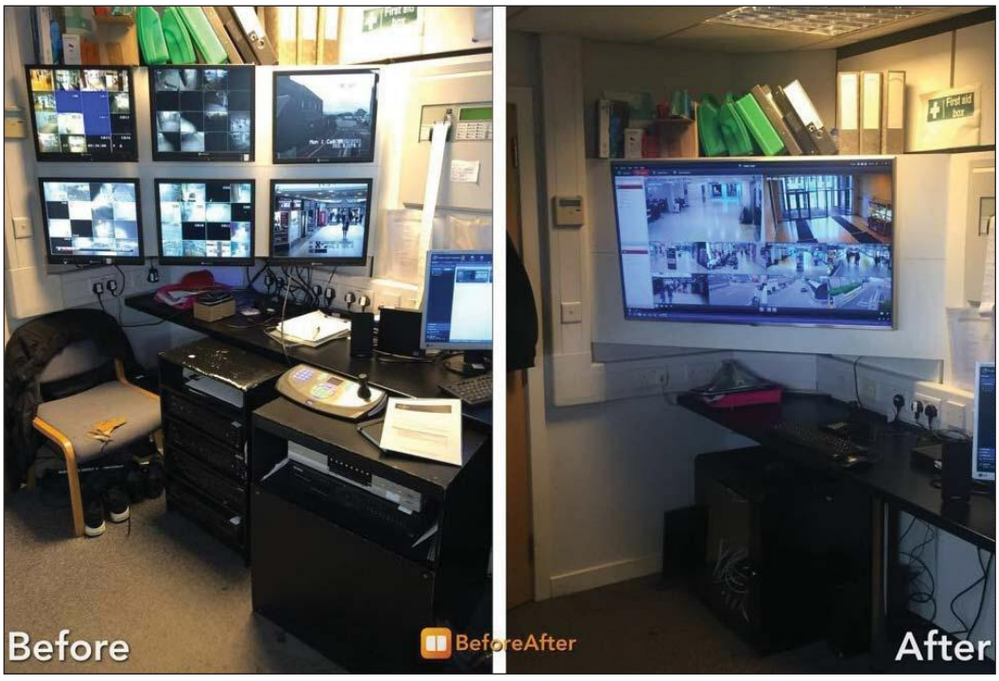
Is there is a security skills shortage?
Within the industry there are a number of skill shortages. From the obvious lack of apprentices being trained up to the lack of appropriately experienced sales people, I do believe there are a number of areas that need addressing. At Eclipse (IP) we work very closely with the two main colleges in Scotland who provide engineering apprenticeship courses and are proud to support youth employment. We also have an in-house training academy to bring on the next generation of surveyors, giving the sales and design skills required to suit the ever evolving marketplace.

What will be the impact of smart/home automation on the security sector?
There is already a convergence of technologies with the likes of IoT and it will be interesting to see how this all comes together. At the moment, I feel we are not quite there yet but in the next 12-18 months I think the advance of the "everyman" home automation systems will encourage more people to look at smarter home security.

What is the industry's biggest myth?
The bigger the security company, the better.

Are you concerned about Brexit?
I am concerned at the length of time the process is taking, but like a lot of the businesses we deal with, you are best to get in with the job at hand and not worry about the unpredictable.

What would make your job easier?
Good team work for everyone at Eclipse and great relationships with our supply chain allowing us to deliver the solutions we offer in a timeously and efficient manner.

What is your ultimate/fantasy electronic security product?
This is an interesting question as technology is getting closer to science fiction than ever before.

If you won £25,000 what would you do with it?
Treat myself and the team at Eclipse to a trip to the sun which we don't often get North of the Border!