



CUSTOMER CASE STUDY

Security leader gains unified customer view and faster responses

Protection One transformed its customer operations with SugarCRM, replacing scattered tools with one integrated platform. The CRM now gives every team an immediate, consistent view of each customer. This unified approach helps the company respond faster and improve service quality, earning it a 93% customer satisfaction rating.

Founded in 1997, Protection One delivers 24/7 remote monitoring with real-time intervention. As a subsidiary of the Securitas Group, the company serves SMEs across industries such as logistics, automotive, hotels, and recycling, backed by more than 280 employees and deep expertise in high-value security systems.

Disconnected systems limited visibility

Before SugarCRM, teams worked with isolated tools that prevented a consistent customer view. Information gaps across sales, support, and back office led to slower responses and duplicated work.

With growing expectations and increasing operational complexity, Protection One needed a single platform to streamline customer processes and ensure every department had the same information.

Integrated CRM with a 360° customer view

Fully integrated with their ERP and other applications, SugarCRM now centralizes customer data and supports more structured, automated work – powered by Magic Software's connector and OPEN Digitalgruppe's CRM customizations.

"For us, the 360° customer view is the most valuable benefit," says Jörn Kempken, IT Business Applications Leader, Protection One. "All departments now get the same information, which allows us to solve customer issues quickly and avoid unnecessary back-and-forth."

Stronger performance across teams

Protection One now sees clear improvements in how teams work and serve customers:

- 93% customer satisfaction
- Faster, more coordinated responses
- Higher CRM adoption
- Automated workflows that reduce manual work



Industry

Services

Location

Germany

Company Size

Mid-market

Website

www.protectionone.de

"SugarCRM ensures our teams can solve customer issues quickly without unnecessary back-and-forth."

– JÖRN K.

IT Business Applications
Leader, Protection One

About SugarCRM

SugarCRM helps sales teams reach their highest potential. Companies choose SugarCRM to cut through complexity, prioritize opportunities, and increase upsell using the resources they already have. SugarCRM is ideal for complex, relationship-driven industries – such as manufacturing, wholesale and distribution – looking to accelerate growth and drive smarter decision-making.

Learn more at www.sugarcrm.com