

Sector

**Security**

Industry

**Corporate & Professional Services**

Client

**British Land at Broadgate**

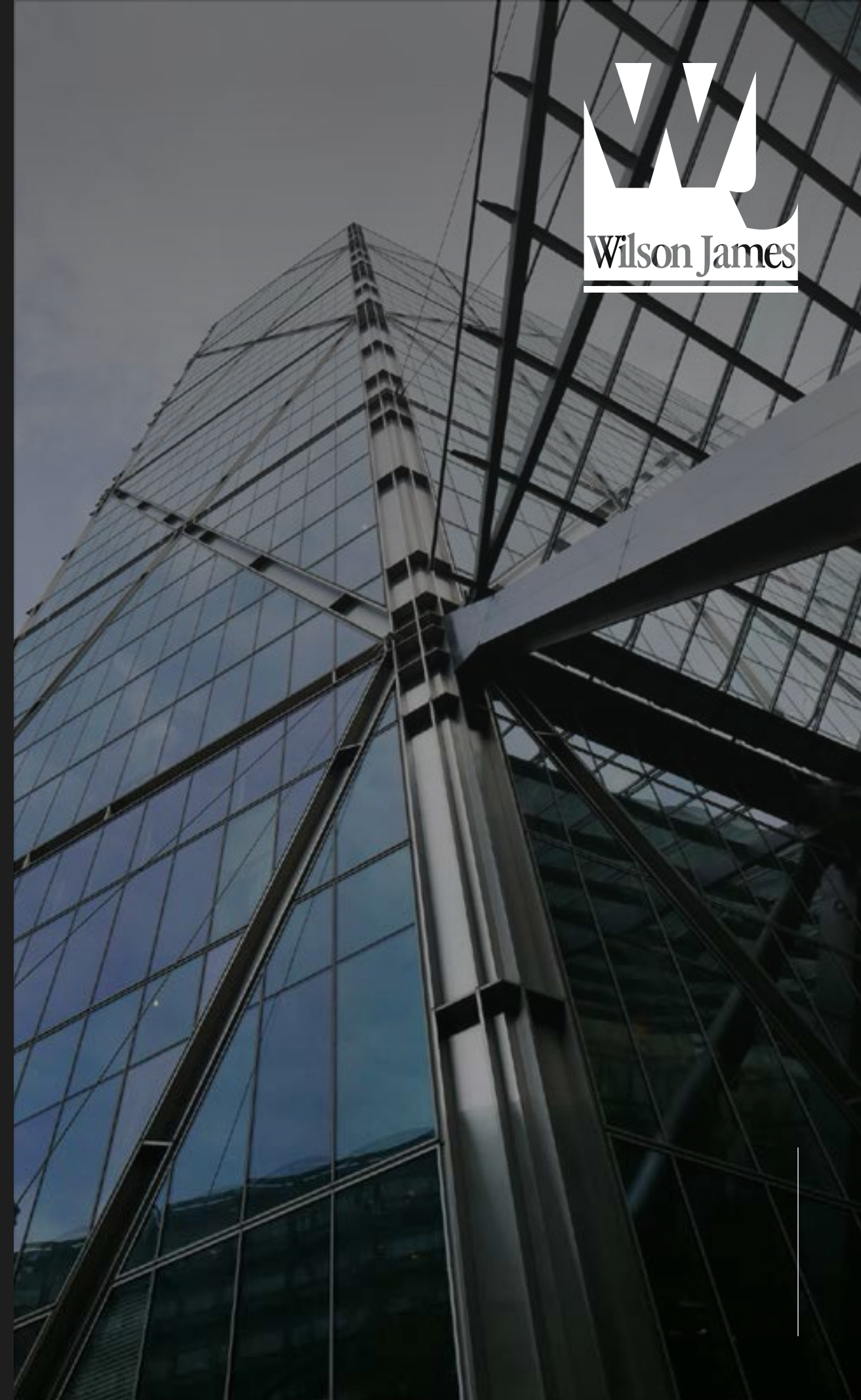
Date

**2019-ongoing**



# Case Study

## Enhancing Security with Toro Solutions



# Headlines

---

Since 2020, Wilson James and Toro Solutions have partnered together to enhance security and operational resilience across Broadgate.

This dynamic collaboration focusses on advancing security resilience through vulnerability assessments, risk management, cyber awareness, TSCM and enhancing security capabilities in a complex environment that includes twelve office buildings and two large public realm estates for British Land.

The partnership has successfully enhanced security protocols and staff awareness, whilst enabling Wilson James to deliver exceptional services to Broadgate.

# Collaboration

---

The collaboration between Wilson James and Toro Solutions represents a strategic alignment of expertise to secure and manage one of London's most dynamic urban spaces.

Toro Solutions developed a tailored, adaptive vulnerability assessment specifically for Broadgate's unique environment, assessing and addressing security concerns for the diverse buildings and public spaces.

Additionally, they have played a part in key training and development, addressing identified threats, organising networking events, and conducting cyber awareness sessions for Wilson James staff based at Broadgate.

The dual focus on physical and cyber security, and attention given to the human vulnerabilities in security, ensures that staff are well-equipped to handle emerging threats in real-time, and supports a cohesive, resilient security strategy across Broadgate.

# Created Value

---

The vulnerability assessments conducted by Toro has proven particularly valuable, delivering real-time visual insights into the threat landscape and the vulnerabilities that could be exploited by the threat actor potentially leading to a harmful outcome. The adaptable risk level indicator enables Wilson James to proactively address risks as they evolve at Broadgate ensuring security remains relevant and delivers a return on investment.

Toro have also enriched training capabilities by incorporating cyber awareness education into Broadgate's strategy. Wilson James staff are now more aware of potential cyber threats which complements the physical security measures already in place.

The partnership with Toro has empowered Wilson James to elevate security operations giving greater focus on the blended (cyber, physical, people) threat landscape giving us the ability to identify the varied attack pathways that has the potential to lead to a harmful outcome and reduce the risk exposures. This integrated risk-based approach provides far more benefits to the Broadgate estate and creates greater resilience to threat.

## Key Achievements



**Enhanced security over twelve office buildings and two large public realm estates.**



**Enriched training capabilities for Wilson James security staff.**



**Created a bespoke, automated risk assessment tool.**



**Managed continual adjustments to keep up with evolving security needs.**



# Challenges

---

Providing services at Broadgate poses unique challenges due to its huge scale, complexity, and the need to protect both buildings and public spaces. The sheer size of the site, different operating dynamics, with its mix of high-traffic areas and quiet zones, demands versatile and responsive security and required a more considered and adaptable approach to assess security risk and performance to account for these varying environments, potential risk exposures and the different types of risks. Wilson James and Toro's approach needed to be scalable and adaptable. To find our start state we designed a security risk assessment to understand the varied threats faced by each environment to culminate into a measurable vulnerability assessment to identify each threat pathway to exploit the identified vulnerabilities.

The development of a security strategy that balanced proactive and reactive measures, whilst also aligning with Broadgate's dynamic nature, was another key challenge. The collaboration required continual adjustment to keep up with evolving security needs, technological advances, and the ever-changing threat landscape.

---

*“We overcame the challenge of assessing a complex environment by creating a bespoke, automated security risk assessment tool, which identified where the security programme needed improvement. This provided a solid starting point for developing a robust security framework that delivered better ROI, greater efficiencies, and enhanced service delivery for Broadgate.”*

**Gavin Wilson - Toro Solutions Director of Physical Security and Risk**

# Opportunities

---

The success of this partnership with Broadgate opens significant opportunities for Wilson James and Toro Solutions to replicate similar security models across other large-scale estates.

The collaboration has shown how adaptive, real-time vulnerability assessments, combined with comprehensive risk assessments and cyber training, can create a resilient security framework suited to complex environments.

of Wilson James staff. This foundation provides Wilson James with opportunities to deepen their expertise, expand training services, and extend their reputation as a security leader.

---

**By identifying potential weaknesses and addressing them with scalable mitigation strategies, Wilson James and Toro Solutions are setting a new standard for secure, adaptable urban spaces.**

Toro's networking events and educational sessions have further created an environment of continuous learning and awareness, enhancing not just Broadgate's security but the overall capabilities

---

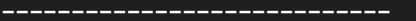
*“Toro brings a level of expertise in the blended security fold that enhances the existing capabilities at Wilson James. I believe this partnership works well as we have a strong relationship which is built on a foundation of trust, mutual respect, and a shared passion for delivering exceptional security and resilience. The strength in our relationship and shared expertise means we can deliver the highest level of security for Broadgate and other customers.”*

**Tarquin Halse - Wilson James Account Director**



Contact

Email



Website

[www.wilsonjames.co.uk](http://www.wilsonjames.co.uk)