SERQA

INVESTIGATIONS & SURVEILLANCE

Why Choose SERQA?

Our Values

Superior customer service underpinned by a high quality results-driven culture.

The Highest Standards

- ISO 9001 (Gold) Quality Management
- ISO 27001 Information Security
- ISO 4001 Environmental Management
- BS7858 Employee Vetting
- BS102000 Sector Code of Conduct

Unrivalled Expertise

- Surveillance & Investigations
- Claimant profiling
- Dedicated Case Manager
- 30 years sector experience

Continual Investment

- Our people
- Technology
- Date Security
- Compliance

"Our results-driven culture ensures impactful and actionable evidence to aid management of claim exposure effectively"

Trusted Partner

Integrity & Transparency

Client Portal

Efficient, Secure 24/7 ordering & evidence retrieval & sharing

Systems Security

- Data encryption
- Mandatory Two Factor Authentication (MFA).
- Distributed hosting centres
- Regular penetration testing
- Mandatory Cyber Security Training
- Remote Management & Monitoring

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Surveillance

"Ensuring clients receive impactful and actionable evidence to manage the claim exposure effectively"

Surveillance Services

- Tailored Surveillance Services
  - Personal Injury
  - Income Protection
  - Medical Negligence
  - Fraud
- Fully flexible services
- Unrivalled sector expertise
  - Covert Control Systems
- Nationwide coverage
  - Fully employed personnel
- Intelligence led tasking
- Dedicated Case Manager
  - Experienced SPOC
- Client Portal instructing & reporting
- Fully risk assessed deployment'

Unmanned Surveillance

- Risk-assessed deployment
- Intelligent Motion Activation
- 24/7 or pre-defined recording
- Third-party images redacted

Key Governance

Continual investment in controls and compliance

- ISO 9001 (Gold) certified
- ISO 27001 certified
- ISO 14001 certified
- BS7858 Employee Vetting
- BS102000 Sector Code of Conduct

Systems Security

- Data encryption
- Mandatory Two-factor Authentication (MFA)
- Distributed data hosting centres
- Penetration testing
- Mandatory Cyber Security Training
- Remote Management & Monitoring

ABI Association of British Investigators Upholding Professional Values
UKAS GOLD 0142
UKAS MANAGEMENT SYSTEMS 0142
bmtrada

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Intelligence Research

Tailored Services

- Intelligence Analysis
- Claimant Profiling
- Tracing
- Deep Internet Searches

Expertise

- Casualty
- Accident & Health
- Motor
- Travel
- Property
- Life

Service Excellence

- Sector OSINT experts
- In-house fully employed research personnel
- Impactful evidence delivered in succinct, accurate reports
- Dedicated Case Manager
- Client Portal instructing & reporting
- Developed search methodology
- Access to an array of databases

"Experts at uncovering information though ethical and proportionate means"

Key Governance

Continual investment in controls and compliance

- ISO 9001 (Gold) certified
- ISO 27001 certified
- ISO 14001 certified
- BS7858 Employee Vetting
- BS102000 PI Code of Conduct

Systems Security

- Data encryption
- Mandatory two-factor Authentication (MFA)
- Distributed data hosting centres
- Penetration tested

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INVESTIGATIONS & SURVEILLANCE

Claim & Fraud Investigations

Tailored Services

- Court-compliant statements'
- Telephone & video interviews
- Face-to-face interviews
- Field & Desktop Investigations
- Witness location
- Locus Analysis Photograph & Video

Expertise

- Casualty
- Accident & Health
- Motor
- Travel
- Property
- Life

Service Excellence

- Sector experts
- Nationwide coverage
- Fully employed personnel
- Intelligence led tasking
- Impactful evidence
- Dedicated Case Manager
- Client Portal instructing & reporting
- Risk-assessed deployment plan
- An extensive network of investigators

"We understand the complexities of uncovering factual circumstances "

Key Governance

Continual investment in controls and compliance

- ISO 9001 (Gold) certified
- ISO 27001 certified
- ISO 14001 certified
- BS7858 Employee Vetting
- BS102000 PI Code of Conduct

Systems Security

- Data encryption
- Mandatory two-factor Authentication (MFA)
- Distributed data hosting centres
- Penetration tested
- Mandatory Cyber Security Training
- Remote Management & Monitoring