



intelligence services

# Mitie Intelligence Services

**24/7 365**

intelligence monitoring

**100+**

accredited and non-accredited training courses

**100,000**

active Merlin users

**25+**

years of Technical Surveillance Countermeasures and Risk Assurance services

Mitie Intelligence Services (MIS) is part of Mitie Security. As such, MIS supports security strategy and operational decision-making to help protect people, assets, and environments. Through a broad range of best-in-class services, MIS delivers market-leading, integrated security solutions that provides converged security defences and proactive protection.

## The offerings of MIS

Mitie Intelligence Services is formed of the following entities: Esoteric, the Intelligence Hub, Executive (Close) Protection, Tavcom and PerpetuityARC Training, our reporting software Merlin, and Safer Communities. The entities of MIS work collaboratively to bring value and drive industry improvement. Our capabilities enable us to bridge the gap between public sector resource and private sector capabilities.



## Mitie Intelligence Services is made up of the following entities:

### The Intelligence Hub (ISOC)

Our Intelligence Hub is the heart of our intelligence network and analysis capability, focused on providing our clients with actionable intelligence. As part of MIS, our Intelligence Hub provides state-of-the-art, 24/7/365 intelligence and crisis incident communications that leverages open-source monitoring, to provide valuable insights to our customers across the country.



### Esoteric

As leading Technical Surveillance Countermeasures, Risk Assurance, Insider Threat and Counter-Espionage (TRAICE) specialists, Esoteric helps organisations and individuals to safeguard their private information from corporate espionage, insider threat, hostile surveillance, theft and eavesdropping.

Strengthened by our Mitie acquisition, our specialists in threat, risk and resilience provide integrated services that can be integrated into your intelligence solution, delivering a converged security approach to protecting your people, assets and information.



### Technical and Security Risk Management Training

We provide an exceptional breadth of training and consultancy services to clients who are seeking to enhance their security solutions and employees' skill-set. Tavcom Training and PerpetuityARC Training lead our Training division, providing accredited technical and security risk management courses for all levels and abilities. Starting from BTEC Level 2 all the way through to MSc level, they work closely with leading industry bodies such as The Security Institute, Protective Security Centre (Home Office) and The University of West London to deliver a best-in-class training offering for you and your team.



### Executive Protection (Close Protection)

Mitie Intelligence Services has now established a dedicated, Executive Protection Department designed specifically for modern corporate environments and the evolving risk landscape. Our approach is discreet, intelligent, and low-profile, designed to blend seamlessly into business life while providing quiet reassurance and real capability.

### Merlin

Part of our intelligent software portfolio, Merlin is an intuitive incident and workflow management software solution. Its functionalities span multiple capabilities including the creation, recording, management, and communication of security information between Mitie, our clients and those working for them. Through using Merlin, we streamline our clients' reporting requirements, providing data and information that truly makes an impact.

### Safer Communities

Mitie has launched its Safer Communities initiative to enhance safety for colleagues, customers, and the public. This initiative is driven by the understanding that safety is crucial for thriving communities and drives positive social change. In partnership with WalkSafe, a leading personal safety app, Mitie aims to address the growing concerns around safeguarding which is even more critical since the implementation of the Worker Protection Act 2023, and the Employment Rights Act of 2025.



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