

Initiatives for Realizing Ongoing Improvement in Corporate Value

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Material CSR Theme

CONSUMER:  
Providing Products and Services that Help Resolve Social Issues



ALSOK is providing a multifaceted lineup of products and services that help resolve the issues faced by customers and society. This task is accomplished by leveraging its security services expertise based on an accurate understanding of ever-changing social trends, such as aging populations, declining birthrates, and the tendency toward nuclear families.

Provision of Products and Services for Diversifying Lifestyles

Home Security Basic—Watching Over Homes and Families 24 Hours a Day, 365 Days a Year

Home Security Basic is a state-of-the-art security system that protects customer homes 24 hours a day, 365 days a year. This system responds to a diverse range of customer needs with a lineup of security methods that can be selected based on customer lifestyle. The control terminals used for this system feature a simple design, can be accessed with a password or contactless IC cards, and utilize LED lights with easy-to-distinguish colors for individuals that have a hard time seeing colors. These innovations make this system easy for anyone to use, which won it a spot in Good Design Award 2015.



HOME ALSOK LADY’S SUPPORT—Protecting Women from Stalking

Stalking of women is a serious social issue, especially given the fact that it can escalate into even more threatening crimes. ALSOK aims to address this issue by providing HOME ALSOK LADY’S SUPPORT, a service designed to protect women from stalking. Offerings under the HOME ALSOK LADY’S SUPPORT line include the Concierge Service, which gives users access to consulting for enhancing security measures 24 hours a day; Mobile Security, which watches over users with constant vigil via a dedicated terminal; and Security Guard Dispatch, which allows security guards to be sent to a users’ location when they are away from home based on GPS data. These various services respond to the diverse security needs of women to provide them with safety and security.

New Products and Services for the Aging Society

HOME ALSOK MIMAMORI SUPPORT—Watching Over Elderly Family Members Living Separately

HOME ALSOK MIMAMORI SUPPORT is a service that entails installing control terminals with emergency call buttons that can be pushed to have a security guard rush to the scene at any time of day. These guards will confirm the status of the individual in question and contact family members and also, in the case of an emergency, call paramedics or perform CPR as necessary. In addition, the control terminal has a consultation button that can be pushed to consult our staff about one’s health condition, receive information about medical institutions, or ask other questions. We provide additional support for watching over family members living separately through a robust lineup of options. One such option is the Life Pattern Monitoring Service, which tracks user life patterns and automatically informs ALSOK of abnormalities so that a security guard can be sent to investigate the situation.

ALSOK’s Vision for Long-Term Care Services

ALSOK has been endeavoring to expand the application of its security services expertise to watching over senior citizens in order to grow related businesses. Our participation in the long-term care services business is an extension of these efforts. By fusing security services and long-term care services, we are able to offer services that deliver even higher degrees of security.



Employee providing visitation-based care services

Society is currently faced with pressing issues regarding individuals on waiting lists for special-needs long-term care facilities as well as standard long-term care for senior citizens. ALSOK has been working to resolve the issues faced by the aging society. With a focus on areas that are compatible with security services, we have been developing our long-term care services business through M&A activities and evolving our traditional security services for protecting senior citizens in all areas of their lives in order to offer care services that encompass entire communities.

Collaborative Services for Protecting Society’s Safety and Security Together with Municipal Governments and Companies

Multifaceted Support for Responding to Natural Disasters

Earthquakes, volcanic eruptions, and water damages from causes such as concentrated torrential downpours have recently been occurring in high frequencies, posing a very real threat to society. While it may be difficult to predict natural disasters, appropriate response measures can be taken to prevent the spread of disaster damages. ALSOK provides services such as its volcanic eruption countermeasure solutions, Underpass Monitoring Service, and Flood Prevention Act response solutions, working in collaboration with municipal governments and companies to protect the safety and security of society.



Drone filming volcano activity

Community Support Offered through Collaboration with Municipal Governments

The population of Japan is aging to a degree not seen anywhere else in the world, a trend presenting many issues to be addressed by society. In light of this situation, the ALSOK Group has deployed services to watch over citizens and thereby address the issues faced by municipal governments throughout Japan, such as the lack of district welfare officers and trouble developing emergency reporting systems for responding to population aging. Furthermore, in April 2016 we commenced a verification test in Sanuki City of Kagawa Prefecture of community-encompassing services for watching over senior citizens comprised of positioning systems that utilize communications with special MIMAMORI Tags and smartphones. These services are meant to support the creation of community-developed networks for watching over citizens and are part of a greater initiative for supporting local communities.

Products and Services Fusing Advanced Technologies and Security Expertise

ALSOK Zone Security Management Supported by ALSOK Hyper Security Guards

ALSOK Zone Security Management is a service that combines security guards with ICT to deliver high-quality security services at optimal costs. This service is supported by ALSOK Hyper Security Guards, which are security guards armed with IT equipment, and the massive quantities of information accumulated at disaster prevention centers and other facilities. Security alarms, images, and audio received from the field are analyzed at disaster prevention centers, and the information retrieved is quickly relayed back to the highly durable smartphones and wearable cameras of security guards. This system ensures swift and appropriate responses, thereby helping to prevent the spread of damages should an incident occur.



ALSOK Hyper Security Guard armed with IT equipment

Development of Robots for Improving Security and Operational Efficiency

ALSOK is a pioneer in the field of security robots. We commenced research and development on robots in 1982 with the aim of compensating for the lack of security guards projected to result from the declining birthrate and aging population while also helping to prevent security guards from becoming injured on the job. Today, our robot lineup features such offerings as REBORG®-X, a communications robot boasting enhanced security and customer service functions, as well as An9 Type-S, a robot with receptionist functions and reinforced security capabilities. These robots are active in shopping malls, megabank head branches, science museums, and other facilities.



REBORG-X robot on patrol

