LEADING WITH EXPERIENCE, INTELLIGENCE AND CALM DECISION-MAKING



"My ambition is to help make the Matrix Security Monitoring Intelligence Centre the best in New Zealand."

At the heart of Matrix Security's Monitoring Intelligence Centre are experienced people who know how to assess information, make sound decisions and act when it matters.

Leading that team is **Francis Reddyhoff, Operations Manager - Monitoring Intelligence Centre**, whose career spans almost three decades across military, border operations and security environments in both the UK and New Zealand

From Experience to Intelligence

Francis's military and operational background continues to shape how he leads the Monitoring Intelligence Centre today. His approach centres on four straightforward principles: **Observe. Listen. Understand. Act**.

When situations evolve quickly, staying calm and following a clear process helps the team assess changing information and determine the right response.

"Regardless of the situation, you must remain calm. Other people will be looking to you for guidance and direction."

That combination of experience, process and judgement is also fundamental to how Francis sees the future of security. As technologies such as AI provide operators with more information and new ways to assess activity, he believes technology should enhance, rather than replace, the expertise of the people using it.

"AI can enhance efficiency and assist with decision-making, but it should never replace human judgement in life-critical situations, where experience, situational awareness and accountability are paramount."

Building the Future of the Monitoring Intelligence Centre

Francis is focused on developing the capability of his team as Matrix Security continues to evolve its intelligence-led approach, bringing together technology, information and experienced people to make better-informed decisions and deliver the right response.

Outside of Work

Francis is a keen football and motorsport fan and coaches a junior team at his local football club. When he is not on the sidelines, he enjoys spending time at home with his wife and daughter and being in the garden.

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