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AGB Investigative Services is mobilizing cutting-edge Technology and Physical Security with Business Intelligence to provide Guard and Patrol Services, Security Office and Controlled Training, Private Investigation and Cyber Security to Governments and Businesses

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“Nothing is impossible. Success is intentional.”- John Griffin, Jr.

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CEOCFO: Mr. Griffin, what is the focus at AGB Investigative Services?

Mr. Griffin: AGB is the only security company in the Midwest that combines business intelligence with technology and physical security to address emerging threats in the marketplace. We mobilize cutting-edge technology to gather information and eliminate threats. Our specialized training and experience give us an additional edge, allowing us to quickly detect vulnerabilities and respond to risks. We provide innovative security services and training programs for private businesses and government agencies. The acronym AGB means Always Give Back. We lead with service first. Can you imagine a business model when you place the development of your personnel (which is your internal client), which is how AGB operates. My intention was always for our company to be a ministry that assists people in need. Since 2001, AGB has created hundreds of professional opportunities for adults, particularly minorities in underserved areas of Chicago. We also have a foundation that offers business internships and college scholarships to young people.

CEOCFO: Are you surprised that there are so few companies that understand the value of that approach?

Mr. Griffin: Yes. This has been our secret sauce and we have been very fortunate and blessed to grow the business while developing people. What does giving back mean? It means providing life skills, education, training, articulation and the use of technology, so we are developing the whole person.

CEOCFO: Are there many companies today that have as wide a scope as AGB and is that unusual in your industry?

Mr. Griffin: No, there are not many companies that have a wide scope similar to AGB. I believe this is unusual for our industry for example we offer five offerings. Other companies specialize in one of these divisions.

CEOCFO: Why does it make sense to you to have incorporated so many parts?

Mr. Griffin: The future of security is here. We must be able to adapt to every situation, and that ranges from physical, cyber, integrated guarding, as well as fingerprinting/background checks. We provide a holistic for our clients.

CEOCFO: What do you understand about developing a person, what goes into a full development and helping someone reach their potential?

Mr. Griffin: I think that the best gift you can give any man or woman is the helping develop themselves internally. They become better ambassadors for you and they represent your company better and they become more of an asset. For example, the security industry has a 100% turnover rate. There is a low barrier to entry in our industry, so the skill level is

not rocket science; you do not need a person with a doctorate or master's. What I realized early on, it is important because these people are first responders and the ones that are going to be the first people on the ground to identify risk. The world is moving towards technology by the second, so it is imperative that we equip our officers. In addition, security reports are subject to a subpoena in federal & state court, its necessary to develop their writing skills and the ability to speak well and understand what goes into the report, being able to understand the legality. It's imperative that our officers mitigate risks to our company and our clients. AGB provides world-class training to offer the best service, while keeping risks low for our client. Due to our internal training, AGB's retention rate, is four times higher than the industry. I let my staff know that, nothing is impossible. Success is intentional.

CEOCFO: *How do you attract people initially?*

Mr. Griffin: I am uniquely positioned because I am an African American male in the city of Chicago and there are a lot of people in need of work. There is research that says that if you can offer a guy \$12 an hour on a by-weekly basis that will keep him from selling drugs or doing things that he should not be doing that is illegal. I contribute to curbing criminal activity in my community, if I hire people and develop them and give them a way that would keep them off the street. It is in my best interest as a business owner to put it out there that I am not only giving your opportunity to make money but also the opportunity to develop yourself and you can go as high as you want because we have an investigative division, a cyber division and a supervisory divisions in security. I can show you how to be a PI so this is a career not just a job. You can come in and make a lot of money. You can learn and have fun. I cannot promise you that you will not have bad days or rough days but I can promise you that you can come in and when you come out you are a much better person.

CEOCFO: *How do you recruit people?*

Mr. Griffin: We conduct job fairs all over the state, as well as out-of-state. We have been fortunate to grow over 287% over the last few years. We recruit by using the powerful tool of social media, referrals, email marketing and online job sites. We attract employees that align with our core values.

CEOCFO: *How do you get young men to buy into the concept? Before you get them to learn, how do you get the initial spark that maybe they should give it a try?*

Mr. Griffin: Maslow's hierarchy of needs states that for survival one needs food, water and shelter. so the strategy is, unless you give them the ability to feed and clothe themselves, you cannot offer anyone any development. AGB is the prerequisite. Once I take care of their basic needs, I can provide opportunities to grow their career.

CEOCFO: *What is your geographic range today?*

Mr. Griffin: Illinois, Ohio, Massachusetts, Philadelphia, Florida, Missouri, Texas, Indiana, California

CEOCFO: *How do you work with government agencies?*

Mr. Griffin: We have been fortunate to acquire certifications such as GSA Schedule 84, SBA 8A Program, ETC. These vendor certifications are a good way to market your services to the government. You still have to bid, but we have been fortunate over the years because of this credentialing to compete in a much smaller pool. There is a lot of networking and the bidding process. But, through persistence, we have been successful. You have to bid at 20 proposals to get a 'maybe.

CEOCFO: *I know you are doing well and the company has experienced a lot of growth. What areas are working best for you and what areas are people not recognizing your abilities yet?*

Mr. Griffin: We are doing well in the physical guard and fingerprinting space. However, we are not being recognized for our abilities in our cyber division. Cyber is our growth plan, and that is the future of security. We are constantly seeking cyber opportunities as we have a credentialed cyber team waiting to go.

CEOCFO: *What is your strategy?*

Mr. Griffin: The strategy is networking. The strategy is knocking on doors. The way I built the other areas of the company is the same thing; leading with quality services, all you need is one yes. I tell people just let me do something for you for thirty days and if you do not like it you do not need to keep me, just give me a chance to show you what we can do.

CEOCFO: *What do you do when you get discouraged?*

Mr. Griffin: I remember a scripture and it reads, "Had it been a near gain or a short journey, they all would have crossed". In other words, if it was easy being an entrepreneur everyone would be one. I look at my children, my wife, and my legacy that I am building something for my family and colleagues. It leaves me no choice but to keep going.

CEOCFO: *What goes into your strategy?*

Mr. Griffin: We design every job based on particular need, but we begin with a scope. We address pain points and analyze to implement a customized plan with business intelligence, analytics for the client. When you take over a contract whether it is cyber or fingerprinting or security, you start with a scope. What do you need and what is your scope because one size does not fit all. It might be the same security but you have different needs, so you start with a scope and they develop post orders, you get approval and you implement. You design every job based on a particular need but you have to start with a scope. You ask what the pain areas are and then the client will tell you. I am not here to tell a client, “No that is not your pain, this is your pain”; I ask them. Maybe it is drugs in the building or shootings, and then you can use analytics to help with the deployment of officers and what times of the day. We use business intelligence, analytics and anything we have to develop a strategy for that client. That is the same thing we do when we are doing cyber work or any work, we start with the scope and go from there.

CEOCFO: Are clients turning to you because they understand the focus of the company, the giving-back, the caring aspect, or is that more a nice bonus?

Mr. Griffin: Yes, our clients are attracted to our mission of giving. I believe that we really outwork people. I think when you see my people, for example our security guards, there is no one more trained, more professional, more prepared, than an AGB officer because of what we put into them. For example we are the only sixteen-week academy curriculum as well as a security school that is certified by IBHE. We do that for security officers. People see that and say they want that service. People love giving back because when they hire an AGB person they are hiring to help out a community of people which traditionally have been left behind.

CEOCFO: Why choose AGB?

Mr. Griffin: If you look us up you will know there is no security guard company that is more prepared, that uses technology, drones, business intelligence and analytics for deployment. We are not a field company; we deploy what the data tells us. We do our research and are prepared on day-one. We are here to lead with service, with all of these characteristics - punctual, efficient, proficient, on-time, intelligent, professional, integrity. There are a lot of people and if they make a mistake, I am the first to lay on the sword. Most clients say they will forgive this time but if they catch you lying to them or deceiving them, you are dead. Warren Buffet said, “It takes 20 years to build a reputation, and 5 minutes to destroy it”. All I have is my name and reputation. My wife and I along with my whole team here work our butts off to build this company on integrity and reputation.

