360 Alert Security Improves Business Efficiency And Officer Welfare Using Smarttask

360 Alert Security is a well-established leading private security company based in Manchester. An accredited organisation, it provides a comprehensive range of security services nationwide, including retail and event security, reception and concierge, emergency response, keyholding services, gatehouse, manned guarding and facilities management.

Improved Operational Efficiency

The company has over 700 security officers working across the business and uses SmartTask workforce management software to manage staff schedules, Proof of Attendance, check calls, reminders and escalation if check calls are missed.

Using SmartTask software has greatly improved efficiencies within the company's operations. Designing the rosters for so many staff used to be time consuming and required constant monitoring to ensure that Service Level Agreements were met. In addition, 360Alert often provides ad-hoc services as a sub-contractor to other security companies, so an agile approach to rostering ensures that officers are at the right place, at the agreed time. Rosters and shift planning that previously took many hours can now be completed within minutes. As well as enabling the company to respond quickly to changing business requirements, officers can receive details of their shifts electronically directly to their phone, which is quicker and more convenient.

More streamlined processes have ensured that everything is invoiced and any queries from customers can be handled faster because the data is on hand to prove attendance.

Proof of Attendance and Duty of Care

A key part of the business is managing lone worker safety and check-calls. SmartTask is integrated with the automated phone system (IVR) so that officers can check-in using their phone and a secure PIN supporting duty of care and HR compliance. When any officer fails to book on/off or complete check calls, the call reminder service prompts them via their phone. The escalation feature flags Head Office to carry out a welfare check when an officer either fails to book in or out or, misses a check call. Automating the process in this way frees up control room time while assuring the welfare of the officers.

In instances where the officer is not able to attend the site, SmartTask ensures that alternative arrangements can be made to adhere to Service Level Agreements. Having up to date electronic records that detail proof of attendance also ensures customer invoices are accurate, reducing errors and significantly reducing time spent on account reconciliation.

"We definitely have fewer missed calls, disputes and complaints - with SmartTask monitoring is easier and better. We have complete visibility and control and know whether an officer is on site or not. Managing shifts for 700 officers is a huge overhead, however, thanks to SmartTask we save a lot of time with the check calls escalation feature, it means we can always follow up on officers and their location to ensure their safety - the welfare side is a top priority for us"

Paul Nadeem, General Manager, 360 Alert Security.

SmartTask Mobile Operations

360Alert has recently deployed SmartTask Mobile Ops for over 100 mobile security officers that work on vulnerable, remote or restricted access sites. Using the Mobile Ops app officers check in when they arrive or leave site, which gives the control room team full visibility of their movements.

Mobile Ops enables managers to send runsheets detailing locks/unlocks, property inspections and check-point patrols, via the app directly to the officers' phones. Officers receive all the information that they need to complete their shift, including any assignment instructions for each site to be visited.

Business Visibility – Keeping Control at all Times

SmartTask reports are providing detailed and accurate information on which to make business decisions. As well as giving an immediate picture of who has checked in and where, they provide critical operational performance data with weekly stat reports, overviews of the company's top clients, hours delivered on site, which staff have been working more and who may wish to have more shifts.

"The great thing about SmartTask is the usability. It's a very easy platform to use for scheduling and rostering and is a good tool to manage staff anywhere. The geo-mapping in Mobile Ops is great – we can see exactly who is where, at any time. The format and type of reports that I can produce also provides excellent snapshots of the business to use for planning. Plus, the SmartTask team are always on hand to help with any queries - it's definitely the people behind the software that makes a great product."

Paul Nadeem, General Manager, 360 Alert Security.

Engaged Employees = Profitable Business

Your workforce and your reputation are the business's largest and most important assets. Managing your workforce, like 360 Alert Security, with empathy helps to ensure happy, engaged employees. SmartTask CEO Paul Ridden explains.

The importance of an engaged workforce can't be stressed enough because motivated employees are what makes a business successful. Research indicates that highly engaged staff show a 40% reduction in absenteeism, and almost 60% less turnover. They tend to work harder, treat customers well, and, are more likely to remain with the company.

What makes an Engaged Employee?

Employee engagement is determined by factors such as feeling clear about your role at work, and having the right tools to enable you to do your job to the best of your ability. Being recognised for hard work and diligence is also a key factor.

How Workforce Management helps

In the era of the smartphone, people are used to the idea of constant connectivity. This can be harnessed to enable security businesses to run more smoothly and efficiently, benefitting everyone. Being able to prove that a contracted service has been delivered is good for customer service (and invoicing), and provides recognition for hardworking staff.

Employees benefit too

1. **Work/life Balance and Flexibility**

   While contracted services must be delivered, replacing paper-based systems with an electronic workforce management solution, can provide additional flexibility to workers. Shifts and rosters, designed in a fraction of the time with a purpose-built solution, can be published further in advance, giving people enough notice of work patterns to plan their lives around their shifts.

2. **Duty of Care**

   Using an app to deliver work schedules and assignment instructions provides employees with the tools and information needed to do their job. Task sent directly to their mobile device is convenient and helps to prove compliance with any regulatory requirements, including Duty of Care.

3. **Payroll Visibility for Staff**

   With an online time & attendance solution where people clock in and out electronically, they are able to check their hours accrued and see what their salary will be.

Workforce Management – Return on Investment

The benefits to the business of a workforce management solution are many. Saving time on back office processes such as designing rosters, managing shifts/attendance/service delivery, holidays and absence. Reducing reliance on manual systems, keeping electronic records provides audit trails, proves compliance and streamlines invoices for all work completed.

Having detailed records also means better analysis of the business. Managing rosters and schedules is one thing, ensuring that every shift is profitable is more complex. However, with electronic workforce management all the variables, fixed costs, recurring costs, salaried people, hourly people and the cost of equipment required, that go into costing a shift can be analysed to ensure every shift is profitable.

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