

CASE STUDY

Leveraging Technology to Better Manage Security Officers

Top Objectives

SecureNet Protection Service is a full provider of security services headquartered in Southern California. SecureNet provides security solutions to commercial enterprises and facilities. SecureNet's main objectives were to:

- 1 **Eliminate all paper reports**
- 2 **Modernize their guard tour system**
- 3 **Show real-time evidence of completed tasks and onsite incidents**
- 4 **Meet client needs to better serve the business community**

Making the Shift to Trackforce

SecureNet first heard about Trackforce at a conference nearly a decade ago and decided to give it a try. Since then, SecureNet has been using the full suite of Trackforce desktop and mobile apps—m-Post, Post, and Patrol.

“Trackforce has been vital to our success and continues to go above and beyond to meet all of our objectives.”

Dave Katzenmeyer

President, SecureNet Protection Services



The Key Benefits

The Trackforce features that provide the most value to SecureNet are:

- » **Real-Time Reporting** - Eliminating all paper reports, digital reports are stored on a secure server making them easily accessible whenever needed. Incident and activity reports are completed with images and videos providing thorough information to clients.
- » **Guard Tours** - An upgraded guard tour system lets supervisors better monitor security officers while GPS and NFC technologies help officers stay on task.
- » **Post Order Management** - Guarantees clear instructions are always received ensuring that correct procedures are always followed.
- » **Real-Time Tracking** - Supervisors track and locate officers to easily dispatch based on proximity and estimated drive times to incidents.

Arming security officers with cutting-edge technology enables them to be more productive at their job which ultimately results in a better security service. Trackforce's web and mobile apps have been a contributing factor not only in helping SecureNet stay competitive, but it has given SecureNet the edge needed when recruiting new employees.



About SecureNet Protection Services

SecureNet is a privately held corporation headquartered in southern California. We are a full provider of security services. SecureNet has the ability to deliver our specialized solutions and exceptional service to your Southern California location. When SecureNet assumes the responsibility of your protection and risk mitigation program, you may rest assured that only the best methods and technologies are deployed. Protecting your people, property and information, helping you maintain the equity of your business and your profitability – this is why we are here.

About Trackforce

Trackforce is a leader in security workforce management solutions. For nearly 20 years, Trackforce has provided fully integrated security solutions to its partners and customers. Thanks to its security expertise and the use of state-of-the-art information systems technology, Trackforce proudly offers the most effective solutions available on the market. The company's customers include the world's leading security guard service providers, major airports, universities, and corporations across the globe.



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