



Case Study: Healthcare Provider Streamlines & Centralizes Security Operations with State-Of-The-Art Software Platform

“Trackforce is very intuitive and easy to use, it’s helped our guards know what’s happening in real time, which is very convenient. Generating internal reports were time-consuming before, but with Trackforce, the process is automated, and it is now part of our daily and weekly reporting for management.”

Christopher Hunt, Administrative Director of Safety, Security and Emergency Management at Hunterdon Healthcare



Hunterdon Healthcare

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Healthcare. “We needed to keep track of the tours, activities, and the assistance we were providing. We were using paper-based daily logs and a different system for incident reporting, but we were missing daily activity logs. Accuracy was a major issue. We weren’t capturing the right information to validate the workforce we were using.” Hunterdon Healthcare was looking to combine everything they were tracking manually in a more efficient way.

About Hunterdon Healthcare

With over 25 facilities, Hunterdon Healthcare has been providing care for New Jersey residents since 1953. Hunterdon Medical Center, the flagship hospital, treats over 8,600 inpatients annually, with 33,000 emergency department visits per year. Hunterdon Healthcare helps prevent disease, illness, and injury while inspiring a healthy way of living.

The Challenges

The Hunterdon Healthcare security team was using an older wand technology that could not report in real time. The security team was aware that they needed a tool that could monitor, track and record daily activities. “The biggest issue was that we couldn’t hold our guards and personnel accountable for their work,” says Christopher Hunt, Administrative Director of Safety, Security and Emergency management at Hunterdon

The Trackforce Solution

The use of the older technology did not give Hunterdon Healthcare the ability to streamline communication between guards or keep track of their tours. “We wanted a more functional, easy-to-use system with more than just a singular purpose,” states Hunt. After integrating Trackforce, Hunterdon Healthcare was able to improve communication, track tours, and access information in one comprehensive platform.

The completely customizable Trackforce solution enabled Hunterdon Healthcare to move away from outdated, unfunctional technology. “By switching to Trackforce, we got rid of manual logs, reducing workforce time by 12 hours per week,” specified Hunt. Trackforce gave Hunterdon Healthcare the ability to save time and money.

The Outcome

Hunterdon can create criteria and send an email or notification using automated reports when specific events occur. The workflow process is improved, zero time is wasted and hours have been saved running correct analytics and reports. As a hospital, Hunterdon must maintain compliance, and Trackforce ensures that certain guidelines are met. In addition to providing an exceptional software tool, Hunterdon Healthcare was impressed at how easy Trackforce was to deploy. Their security team was guided step-by-step by Trackforce’s Onboarding, Support and Customer Success teams. Hunterdon Healthcare plans to integrate other Trackforce features that can improve with guard schedules. They would also like to implement a dispatching feature that their guards can benefit from.

About Trackforce

Trackforce offers the most comprehensive security management software solution that makes it easy to track, monitor and analyze security operations in real-time. From incident and activity reporting to visitor management, Trackforce’s software platform is completely customizable and easy-to-deploy. Companies can increase productivity and build trust with stakeholders while reducing costs and risk. We work as a team with each client to meet their unique needs. That is why more than 20,000 companies in 45 different countries partner with Trackforce to optimize their security operations and manage their workforce.

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