



CASE STUDY

Security Company Increases Officer Accountability and Meets Clients' Needs With Workforce Management Platform

Trackforce helps security company meet client needs and gain new business with a customizable officer management platform.

Identifying Clients Needs

The highly experienced private security company, Global Protection Management (GPM), has over 30 years of experience working with some of the nation's top corporations. In their quest to deliver the best possible service to their clients, GPM wanted to eliminate all paper reporting, upgrade their guard tour system, and have easier access to all reports. Once GPM had a general idea of what their clients were expecting from a security provider, they took it upon themselves to look for a workforce management solution. GPM began to look for a solution equipped with GPS, time-sensitive reporting, daily activity reports, and smarter guard tours. After researching different solutions, they came across Trackforce and its suite of workforce management solutions.

Turning to Trackforce

"What made Trackforce stand out from their competitors is the versatility and the level of customization of their platform at a very competitive price. We are also impressed by how quickly they address any customer support questions" Amber Claunch, Regional Manager, Global Protection Management

Today, Global Protection Management not only uses Trackforce to provide a better security service but also as a selling tool to attract new business as it gives them leverage against the competition.

"As a manned security provider, officer accountability is paramount to gain a client's trust. With Trackforce, we can prove to our clients that security officers are doing what they are supposed to."

Amber Claunch

Regional Manager, Global Protection Management Services



The Key Benefits

After integrating Trackforce, Global Protection Management has been able to increase officer accountability, streamline operations and provide a better service. The following features have proven to be the most beneficial to GPM.

- » **Upgraded Guard Tours**— GPS and NFC technology ensure mobile guard accountability and help them be more efficient. Real-time monitoring always gives operations and management the insights needed.
- » **Automated Incident Reporting**— Automated and completely customizable incident and activity reports streamline communications between security guards, operations and clients, and save precious time. Report templates can be configured per site, per incident, and include multimedia
- » **Access to Historical Data**— Historical data is easily accessible whenever needed as all reports are stored on a secure cloud-based server.

- » **Preconfigured Templates**— Preconfigured templates make it easy for security officers to fill out incident and activity reports, giving them more time to focus on what is important. Reports are sent directly to the designated personnel.



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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