



# The Importance of Flexible and Adaptable Software in the Age of a Pandemic

How cleaning and security company software can flex to meet new needs in response to COVID-19.

A GUIDE BY TEAM SOFTWARE

# **COVID-19 has thrown into sharp relief the need for technology solutions to be flexible and adaptable.**

Recent times have demonstrated, even more than usual, that holistic software management solutions need to be flexible as life around us changes. With the beginning of the pandemic in early 2020, economies froze, and the very nature of how businesses work began to change. There are now increased demands on your essential distributed workforces to perform duties beyond what was required pre-pandemic, either in response to recommendations of customers, employees, C-Suite leadership or government entities. We've heard of security customers adding additional shifts to maintain order, meet a higher volume of schedule changes and retain patrols. In the cleaning industry, we know there are evolving standards of work in response to ever changing — and in some cases, hazardous — environments. Your business is responsible for keeping your guards and cleaners safe and properly equipped with the tools they need while remaining accountable to your customers and contracts. With no firm answers on what protocols may stay long-term, or what else the future holds for the cleaning and security industries, it's more important than ever for your software solution to be flexible and support evolving needs.

In this quick guide, take a look at how holistic software for cleaning and security companies can adapt to meet new needs, specifically in the age of a pandemic.

**Holistic software  
solutions can adapt to  
meet different needs**



# Employee health and safety

Mobile workforce management tools and employee self-service tools can be used to communicate with field-based employees, collect information, and in some cases, track the history of responses to health questions. This can help ensure your guards and cleaners are as safe as possible while on the job and minimizes the risk of transmission of illness. Look for workforce management solutions that can use functions like forms or reports to quickly collect information on employee symptoms or that have tools for simple messaging that can be used to collect and record a history of responses from an employee, such as whether they have a temperature or other symptoms that day.

Forms within your workforce management solution can be very versatile. For example, forms can provide a method of contract tracing for employees. The form could include an employee statement detailing where and when the employee came into contact with an individual who has tested positive for COVID-19, a record of symptoms, and a log of details including location of entrance into a building, a place to provide names (to the best of the employee's knowledge) of all other employees they made contact with once onsite and areas they may have frequented, like employee lockers.

## TIP

If there's a need for employees to take a leave of absence to manage their health or the health of a loved one, you could also implement a procedure for submitting an attestation prior to returning to work via a form in your mobile workforce management solution.

# Employee training and acknowledgement

Your workforce management solution should offer functions for new employee training and acknowledgement requirements. Tools like forms can communicate risks and protocols to cleaners and guards and capture acknowledgement and understanding of these requirements to safeguard employees and mitigate risk. These forms could include how-to's, safety procedures and personal protective equipment (PPE) instructions. Employee self-service portals can also be leveraged to communicate safety messages to individuals, groups or sites and house best practices, supplemental policies on topics like proper social distancing, PPE inventory and usage protocols. Forms and communications can be updated as Centers for Disease Control (CDC), OSHA and other regional-based government entities' recommendations evolve.

# Site assessments and inspections

In addition to business-as-usual inspections as part of existing contract obligations, more is being asked of cleaning and security contractors. Customers are asking their security contractors to be their eyes and ears across more functions, including for cleaning/contamination and management of other third-party contractors. Providing these services helps you differentiate your business, build loyalty, and in some cases, expand revenue streams. Simple building assessment and inspection tools can help guide security officers through building inspections and provide an instant reporting service to your end-customers.

## TIP

Tools that help you perform site assessments and inspections can also help guide supervisors, cleaners and guards on what areas may need more attention in terms of implementing social distancing monitoring, temperature checks, or heightened cleaning and decontamination needs simply due to high traffic and or high-touch surfaces and spaces. Use extrapolations from these assessments and inspections to create task assignments, action items and other services and provide proof-of-service reports for customers.

## Specialized reports and logs for reopen

For businesses to reopen, some may be required to compile cleaning logs that document the date an area was cleaned, the time of day and the scope of cleaning that took place. Workforce management solutions with location-tracking technologies can be used to verify when and with what frequency an area has been serviced. This is handy for particularly high-traffic, frequently-used areas, like airport countertops. Your tools should also enable you to verify and assess the quality of service performed. All data from these tools can be reported on and shared with customers.

# Visitor screening

Security officers monitoring may be tasked with screening responsibilities. In many cases, all visitors and entrants to the building must be screened for exposure. This is another example of where forms can help streamline this visitor screening processes, ensuring standard execution by your officers and providing crucial reporting to your customers. Visitor details like name, contact information and purpose of visit along with temperature and exposure risk assessments can be included on the screening forms.



# Source and onboard employees remotely

The pandemic has presented a new challenge for your recruiting processes and sourcing employees, including guards and cleaners. With events like in-person recruiting and job fairs being cancelled or transitioning to virtual platforms to limit virus spread, leveraging prehire and onboarding software simplifies the process of posting open jobs to job boards and increases visibility of your open positions to your potential applicant pools. You're able to evaluate, hire and onboard employees without pushing paper, and even entirely remotely, depending on how you handle the interview process.

## TIP

If your job candidates are already searching for openings online, why disrupt their experience with in-person interview processes? This could be a great opportunity for your cleaning or security business to create a seamless, digital experience for your applicants (and possible future employees) from job searching through hiring and onboarding. Plus, you'll be able to get a feel for how a candidate will be able to communicate and deliver on their job requirements while working in the field.

# Compliance with new regulations

In the back office, you also need ways to handle new labor and tax provisions related to COVID-19 legislation. Look for a holistic technology solution that provides resources to support the intricacies of things like leaves of absence (which can further complicate payroll based on legislation like Emergency Paid Sick Leave or Extended FMLA in the U.S.) or claiming new tax credits you may become eligible for.

# Looking Ahead



Even when times are good, we know that cleaning and security contractors face thin profit margins. So, when times are tough, streamlining and connecting your core business functions — financial, operations and workforce management — is even more important. With incoming data via mobile technologies from your workers in the field, your business is provided with a seamless flow of information that can be viewed and analyzed in real-time, allowing for pivots in operating procedure if a changing work environment demands it. This gives you complete visibility over your business and ensures consistency with the data all departments are working with at any given time, whether remote or onsite.

Although everything can't be anticipated or controlled during unstable times, the right holistic software solution created specifically for companies in the cleaning or security industry can be used to proactively address and mitigate some of the side effects that come along with them. Your services are essential to keeping the world safe and secure. Your software solution should be essential to you, no matter what new challenges life throws your way.

## **Looking for a solution that can address some of these areas? TEAM Software has several options you can start with as you search for a software solution to meet your needs**

TEAM's WinTeam ERP solution is designed to provide your cleaning and security companies a holistic way to measure performance and automate daily financial, operations and workforce management.

- eHub is a self-service portal that seamlessly connects to TEAM's WinTeam ERP solution. eHub can collect information and track responses to questions, helping you stay on top of things like employee health and well-being. eHub is easily accessible by your distributed workforce through instant web and mobile access. Plus, eHub can be used to complete simple site checkpoint assessments and inspections, with tools you can use to verify when services were performed to support quality of service and proof of work.
- TeamTime is WinTeam's integrated time and attendance software. On top of automating your timekeeping processes and controlling labor costs through real time information, TeamTime has messaging capabilities that can collect important information from your distributed workforce and take action if needed. Using tools like TeamTime to ask your employee questions like 'How are you feeling today?' may be useful when monitoring employee health as a whole and limiting risk when it comes to COVID-19.

Lighthouse is a mobile workforce management solution that uses loop monitoring and guard touring for real-time visibility of your distributed workforce. Lighthouse offers mobile tools to communicate and engage with your distributed workforce. Forms in Lighthouse are a quick way to collect information related to employee symptoms and possible exposure. Plus, Lighthouse can house specialized reports and logs that come in handy as businesses reopen and begin operating with new guidelines.

Kwantek is TEAM's applicant tracking system and onboarding software for seamless prehire, hiring and onboarding processes. As your cleaning or security company experiences less in-person recruiting events or job fairs, Kwantek can be leveraged to simplify the process of finding the best fit for long-term hires through digital experiences and mobile-friendly careers portals.



TEAM Software develops market-leading financial, operations and workforce management solutions for contractors with distributed workforces, with a focus on the cleaning and security industries in North America, Australia and the U.K. and Ireland. TEAM's fully integrated, holistic technology reduces risk and costs and drives efficiency, profitability and growth. Founded in 1989, TEAM is headquartered in Omaha, Nebraska, USA. For more information, visit [teamsoftware.com](https://teamsoftware.com).