Automating Processes with Timegate to Drive Efficiency and Accuracy

How a premier security services provider leveraged workforce management software to add speed, accuracy and efficiency to their operation.

Gough & Kelly Ltd., a premier provider of security products and services, strives to give its clients convenience, control and safety through the latest workforce management technologies. Established in 1988, Gough & Kelly has grown from a small local business into a countrywide organisation where customer service is paramount. As the company and its distributed workforce grew, it became clear that traditional, manual methods of workforce management could no longer provide the accuracy that was required to support company growth.

"As a growing business working with a paper-based management system that had been in place for many years, it became clear to us that the need to automate our processes was becoming critical," said Ian Crawford, Group Operations Manager at Gough & Kelly. "Our labour-intensive manual process was slowing us down, costing us money and was not able to provide the accuracy that we demanded. Customer service is at the heart of our business and from timesheets to payroll and invoicing, we needed to be able to rely on a 100% accurate process, not only for ourselves, but for our clients as well."

That's when Gough & Kelly found Timegate, a global workforce management solution from TEAM Software, that could save on costs while adding speed, accuracy and efficiency to their operation. Timegate includes a range of features to address each area of the management process to ensure accuracy and provide real-time insight into operational activity and time and attendance. Benefits from implementation were realised almost immediately.

"We noticed very soon after implementation the huge difference the software was making to our organisation. Accuracy and speed of administration were objectives that were achieved immediately," said Crawford. "Faster and precise to the absolute second, Timegate made rostering, wages and invoicing a much easier and faster process, saving us time and money and pleasing management and staff alike."

Gough & Kelly also implemented Timegate's Finance Pack, which provides seamless integration from operations to invoicing. The software allows finance departments to reduce their labour-intensive processes of invoicing, credit notes and export to ledgers, improving billing response and reducing Days Sales Outstanding (DSO).

"Automating our processes has enabled our teams to focus on the jobs that they are qualified and employed to do, significantly increasing their efficiencies. Providing management with the information that they need to make informed decisions means that we are now optimizing the time of each and every one of our security guards. Through Timegate we can ensure that every shift, every employee and every contract is delivered on time and to budget."

As Timegate is a powerful tool that is easily adaptable and simple to use, organisation-wide implementation was quick. In fact, Gough & Kelly plans to continue to implement more features of Timegate software to continue to gain efficiencies. "The simplicity of Timegate's operation meant that staff were very quick to adopt to this new way of working. The training that Innovise provided was very comprehensive and the support team were always on hand when we had any questions about the technology. We are really happy with how Timegate is working out for

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*- Ian Crawford, Group Operations Manager
  at Gough and Kelly*

Gough & Kelly, so much so that we have recently implemented the Timegate Engagement Pack to further enhance our service and customer care."

About Gough & Kelly
Gough & Kelly Ltd. was formed in 1988 to influence and inspire the security and electrical marketplace by providing professional and accountable services. Based in Leeds, England, Gough & Kelly serves industries in education, sports venues, events, commercial property, domestic customers and local authority sectors. Learn more at gough-kelly.co.uk.

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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, U.S.A. For more information, visit teamsoftware.com.