

Business Intelligence Software Helped Contract Security Company Save Over \$250,000 – in 24 Hours

A case study by TEAM Software

How Strategic Security Corp. leveraged business intelligence software to fix an oversight in a federal service contract.



When a routine Fair Labor Standards Act (FLSA) audit identified a wrinkle in how one security company was processing work on a federal service contract, company leadership needed an efficient way to look at impacted employees over a six-month period. And, they needed to be able to gather the data quickly and fix the oversight to avoid hundreds of thousands of dollars in fines and penalties. That's where TEAM Software's Business Intelligence software made all the difference.

The [Fair Labor Standards Act \(FLSA\)](#) establishes a number of wage and recordkeeping standards for employees in the U.S., both in the private sector and in federal, state and local governments. To help ensure compliance, audits are conducted from the U.S. Department of Labor. It was during one such audit that New York-based Strategic Security Corp. (SSC), an industry-leading security company specializing in security guard, intelligence, consulting and investigation services, discovered an oversight on one of its federal service contracts.

SSC, which employs more than 3,500 security officers, had delivered work based on an SLA with one of their federal service contracts at a specified pay rate. The pay rate for the contract had increased due to an add-on policy, however, unbeknownst to the company. Once the discrepancy was identified, the resolution was simple: SSC needed to correct the rate and pay back a small compensation difference to applicable employees. However, knowing just how to resolve the oversight was easier said than done. SSC needed to identify which employees were impacted over a six-month period and report its findings back to the auditor or risk penalties from the audit.

“Without any kind of business intelligence software working for us, we’d otherwise have had to resort to contracting a CPA to run a bunch of reports and then correlate spreadsheets with those reports to make sure we were getting the answers we needed back to the auditor. That kind of data-mining work is something that easily could have cost our company somewhere in the range of half a million dollars and taken upwards of four weeks to complete,” said SSC’s Founder and Senior Vice President Joe Sordi. “And, that expense would have been on top of any fines that might have come out of a labor FLSA audit – usually somewhere in the range of \$250,000 in penalties.”


Luckily, SSC uses WinTeam, TEAM Software’s holistic ERP solution for security companies, along with the business intelligence add-on tool. BI transforms the financial, payroll, human resources, operational and workforce management data in WinTeam making it possible for users to retrieve, organize, summarize and analyze data from across the organization through advanced queries and filters.

“When it comes to BI, most companies have one prerequisite: they want to look at their data the way they want to look at it,” said Ron Smith, Business Intelligence Analyst at TEAM Software. “Nobody wants to sift through 365 pages of data to find the one thing they’re looking for. They want the important stuff – and they want their data to tell a story.”

What’s more, the story that is important to a C-Suite business leader is likely different from the story that’s most useful to financial staff versus operations or field management. BI helps present the data that a company needs in such a way that any person could consume and understand the story being told, even if that person isn’t necessarily versed in data analytics.

BI had already come in handy for SSC before. Smith worked with SSC previously on BI trainings and building scheduled BI reports that could

be delivered to key stakeholders on a recurring basis. When SSC reached out to Smith for a solution to the audit findings, it was only a matter of hours before he helped the company create a solution.



“TEAM’s BI supersedes anything else that is available in the market,” said Sordi. “It’s instances like this audit scenario that really solidify its value. ”

Joe Sordi, Founder & Senior Vice President, Strategic Security Corp.

“When I received the request from SSC, we knew we needed to build a report through BI to get them what they needed,” Smith said. TEAM’s BI solution already has around 50 seed reports—downloadable and editable out-of-the-box reports that allow users to take a report that is already written and make it completely their own—as well as custom reporting options. In this case, Smith created a custom report for SSC. “The hardest part of the whole process was simply locking down the ‘who’ and ‘what’ was needed from the data through queries. From there, we had a working report in less than 24 hours.”

TEAM’s BI solution seamlessly works with WinTeam, syncing the financial, operations and workforce management data into the data warehouse on the hour. Because the

data categories are presented in the same way between WinTeam and the BI tool, it is easy to pick and choose data filters. Once users have the results that they're looking for, they are able to manipulate the data to look the way they want it to, whether that's charts, graphs or table views.

"Between the hard work of Christie Sordi, Strategic Security's CEO and CFO, as well as our internal team and Ron from TEAM, we were able to come up with the data we needed to find which 1,200 employees were working during the six-month period prior to discovering the oversight surrounding the pay increase due to the policy add on. Then, through BI analysis, we determined how much backpay was owed if the employee worked straight time, overtime, holidays, etc." Sordi explained. "The small difference owed to the employees would have been overshadowed by the costs associated with hiring an outside CPA and or law firm to conduct this audit. To have that kind of clean, sound data in such a short time frame is unheard of."

In fact, because company leadership was able to act on the findings of the labor audit so quickly, the labor auditor didn't impose any fine, recognizing the error was an oversight that would be quickly fixed through the BI analysis. And, the auditor stated to company leadership

that the internal audit was anticipated to have taken months to pull together, making the 24-hour turnaround even more impressive.

"TEAM's BI supersedes anything else that is available in the market," said Sordi. "It's instances like this audit scenario that really solidify its value. But, even in the normal, day-to-day work, TEAM's BI function is unbelievable and assists us in our commitment to corporate transparency. We'd never step away from TEAM's BI functionality."

About Strategic Security Corp. (SSC)

Established in 2002, Strategic Security Corp. (SSC) is an industry leading provider specializing in security guard, intelligence, consulting and investigation services. Based in New York with seven regional offices, 56 branch offices and over 3,500 security officers, SSC offers local response and one-stop national support coverage for their customers by mitigating and managing risks and providing a clear chain of command in times of necessity. SSC transforms workplace issues such as employee safety, operational risk and emergency preparedness into opportunities for growth and improvement. SSC is a woman-, minority- and service disabled veteran-owned small business security company. For more information, visit [ssctu.com](https://www.ssctu.com). ▶

TEAM Software

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](https://www.teamsoftware.com).
