Improving Employee Engagement with Global Workforce Management Software

How one U.K.-based security company used technology to connect with guards, improve engagement and benefit their customers.

Total Security Services (TSS) is a leading U.K. security services provider employing over 5,000 individuals through a network of regional offices. While business growth led to larger employee counts and contracts, it also meant that TSS was quickly outgrowing its paper-based employee communication process. Each regional office operated independently with different methods of processing employee queries. Communication between the regional locations was limited. TSS wanted a solution that would engage employees and streamline processes into a centralized, cohesive standard, while improving customer service.

TSS implemented Timegate, a global workforce management solution purpose-built for security providers. And, as TSS knew their employees were critical to their success and had projected an early return on investment for the businesses that would drive benefits for employees, TSS invested in Timegate's E-Engagement pack, which uses automation and self-service capabilities to increase employee productivity, collaboration and customer satisfaction. By implementing both solutions, TSS hoped to educate employees on changes made within the company, improve engagement and strengthen company culture. It was a goal that became an actuality very quickly.

Providing fast and flexible access to real-time information, Timegate E-Engagement provides transparency for employees. Tailored to the specific needs of the company, the level of information that is shared with employees is defined by the organisation, ensuring that all users can focus on what is important and relevant to their job or

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> *- Raj Chadra, Total Security Services*
> *IT Director*

contract. Employees stay connected to the business by having access to the latest news, documentation and announcements on their mobile device, no matter where they are.

"TSS is commited to continual investment in technology to enable a consistently high quality of service to our customers, and to ensure the safety and camaraderie of our staff," said Raj Chadha, IT Director at TSS. "We were keen to find a software solution that would support more streamlined communication and ultimately enable us to make time and cost savings across the company. The adoption of the Timegate E-Engagement pack was the natural next step in achieving our objectives."

Employees also benefit from having visibility of their diary and site details and can make pay queries or request holidays easily. As employees are able to self-serve, request to work any free shifts and make themselves available to work, time is saved and back-office efficiency is improved.

"Openness and transparency are key to the TSS way of working," said Chadha. "We've been able to improve customer service and employee productivity, increase back-office efficiency and improve employee engagement." ▶

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