Integrity: Using a Workforce Management System to Maximise Operation and Cost Efficiencies

How one security business saved approximately £80,000 per year following the implementation of a workforce management system.

United Kingdom-based security business, Integrity, was exploring ways to grow efficiently. Growth, while needed and wanted, was hampered by the human involvement in process execution, causing administrative tasks to take days rather than minutes to complete. Combined with the challenges of managing a large and dispersed workforce within the security industry already, Integrity wanted to transform their approach to business to ensure company growth continued. With that mindset, Integrity implemented Timegate, a global workforce management system powered by TEAM Software.

"The difference between the way we used to work and the way we work now with Timegate is like night and day. Implemented throughout the organization, every single employee now uses the software, taking care of everything from scheduling, time and attendance, absence control through to payroll and invoicing," said Will Adams, Director and General Manager at Integrity. "Timegate has given us immense control over every aspect of our business, allowing us to grow at a much faster rate. In fact, we are doubling our business year on year."

Integrity uses many of the productivity and collaboration functions in Timegate to get work done faster and more accurately by connecting every aspect through a workforce management system. Once connected, Integrity's workforce was able to maximise efficiency to deliver fast, high-quality customer service. Features including scheduling and live time and attendance data are continuously used by all team members, creating a seamless service for internal staff and clients alike.

"Our field-based teams enjoyed immediate benefits with Timegate, just knowing they can work efficiently without the risk of overlap or confusion," said Adams.

Integrity was able to see a tangible return on investment by reducing the amount of time, and labour, it took to complete all administrative aspects of the business, simply by the company no longer being required to have a member of staff always present on a control desk. Instead, Integrity staff are automatically alerted if a security officer does not attend a location that has been scheduled on their shift. By removing the dependency of having to continuously staff a control desk, Integrity saved an estimated around £80,000 per year.

About Integrity
Integrity prides itself on offering clients affordable and effective services built on a foundation of experience and expertise. They offer clear communication and proactive service delivery providing a level of professionalism designed to allow clients to concentrate on core activities. Headquartered in Solihull, Integrity has over 25 years of experience working within the services sector with additional experience of procuring services. Learn more at integrity-uk.com. ▶

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> *- Will Adams, Integrity Security Director and General Manager*

▶ 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, USA. For more information, visit teamsoftware.com.