



Six Tips to Make Managing Your Distributed Security Workforce Easier

Do more, empower your teams and grow your security business.

As a security contractor managing a distributed workforce, you face a unique set of challenges. Lack of visibility into your sites, manual and inefficient processes and only 24 hours in a day to get everything done. On top of that, thin margins, high labor costs and intense competition aren't going anywhere. So, here are six tips to help you be successful today and in the future.



1. Ditch the paper.

If you've ever had to deal with corrupt files and lost spreadsheets, you know how important it is to have your valuable data and information backed up and protected. Not to mention, reconciling paper timesheets to get the information ready for payroll is incredibly time-consuming and inefficient (and yes, digital spreadsheets count as paper, too). If you move to a workforce management technology solution with time and attendance, you'll be able to eliminate most, if not all, paper processes, saving you time and money — and headaches.



2. Use your scheduling tools effectively.

Make sure you're getting the most out of your scheduling software. You should be able to see the schedule for the week in context with adjacent weeks to spot any problems before they occur. At a minimum, your scheduling solution should alert you to any issues, like conflicting shifts and overtime, as you're scheduling your guards. In fact, if you're using the right software, you should get proactive, intelligent scheduling recommendations to help you match the right guard with the right shift to ensure coverage across all your sites with qualified officers with the right levels of experience for the post.



3. View the field with real-time positioning and live maps

You work in a fast-paced world, and you need to know what's going on at your sites at all times. Your customers trust you to have qualified security guards on site when they're scheduled. Use a solution that offers continuous tracking of guards using GPS, QR Codes, Bluetooth beacons or near-field communication (NFC) positioning. A guard touring solution provides a real-time view of your security operations across multiple sites and helps you provide proof of service to your customers.



4. Use communication tools to keep your people informed.

Communicating with your guards can be tricky for security contractors with an hourly workforce distributed across multiple sites. Find a solution that enables the distribution of need-to-know info for your officers like site instructions, schedules and shift reminders. For your supervisors, keep them up to date with real-time time and attendance notifications and site-level (virtual) visibility.



5. Find software and tools that fit your needs.

When choosing technology for your security business, find a tool that gives you the functionality you need today. You should focus on a workforce management app that can pay for itself over time as it enables you to cut operational inefficiencies and increase officer and customer retention. The software should also allow you to add features and functionality as your business grows.



6. Partner with a proven, industry specific technology provider.

You don't go to the dentist to have your tires checked. Why would you invest in a software solution from a provider who takes a one-size-fits-all approach to its solution and doesn't understand the unique challenges of a security contractor? Look for a software provider with products designed specifically for the security industry along with a proven track record of success and constant innovation.