



The Security Contractor's Quick Guide to Integrated Software

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INTEGRATION

Think of integration as the key that unlocks operational efficiency for security contractors. Picture this: You have one system that provides access to seamless, accurate information that's shared across every area of your business: time and attendance, operations management, workforce management, compliance management, human resources and benefits, accounting and financial management, and reporting.

With an integrated system like that, you could see benefits galore, including:

- » A complete picture of profitability with insight into financial information down to the job level
- » Time and money saved with streamlined processes
- » Peace of mind through better compliance management with comprehensive tools to track and manage requirements at every level
- » Better business insights because data from across your organization is right at your fingertips

Since this is a quick guide, we can't cover every aspect of an integrated software solution. Instead, we're going to hit the high points of a few pivotal areas for security contractors: workforce management with an emphasis on scheduling tools (we know how important this is), compliance management and reporting.

Let's start with how you can reach "well-oiled machine" operational levels with workforce management tools.

WORKFORCE MANAGEMENT

Imagine what your bottom line would look like if you didn't have such high labor costs – we're talking about wages taking up 64.1 percent of revenue in 2016¹. Since labor costs are unavoidable to run your business, it's a good idea to look for other ways to control costs.

One of those ways is having the right workforce management tools to handle employees in the most efficient way possible, saving you time and money. At its core, workforce management encompasses several key functions, some of which are automated time and attendance, organizing job information and scheduling employees. And, your workforce management tools are even more useful if there's a mobile component. Since your employees are all over the place serving your customers, having mobile tools means they can immediately access the information they need to do their jobs.

Let's take a deeper look at those key functions we mentioned.

¹Morea, Stephen, "Security Services in the US." IBISWorld Industry Report 56161, October 2016.

WORKFORCE MANAGEMENT



Scheduling Employees

This one is so vital to security contractors that it deserves its own section. See page 4.



Automated Time and Attendance

It's important to have accurate, secure and automated methods of collecting timekeeping information for your employees to help control labor costs both in the back office and out in the field. With automated timekeeping, you know your employees are where they are supposed to be when they are supposed be there. And if they aren't, you'll know right away. When time and attendance is integrated with the rest of your system, you can spend less time fussing with data and manual processes and get payroll, billing and reporting done right (and quickly) the first time.



Managing Job Information

A lot of pieces make up a job, and the most important piece is the people working it. Your supervisors and security guards make or break your customer service at job sites. So, when you manage your workforce effectively, you manage your jobs effectively. It starts with your field supervisors and dispatchers. They can manage jobs from wherever they are when they have online and mobile tools to schedule and fill open shifts on the fly, contact employees, and access real-time time and attendance information.

And, if you have self-service in your workforce management arsenal, you can help employees help themselves so supervisors can focus on high-value activities. With a self-service solution, employees can access their own schedules and job site info so they know when and where they work.

Essentially, it boils down to this:

With workforce management tools, you can maximize the productivity levels of your supervisors and employees as they serve your customers (and remember, more efficiency saves time and money. And, happy customers are icing on the cake.).

SCHEDULING EMPLOYEES

With on-site security guard services accounting for 70.6 percent of industry revenue in 2016¹, it's no wonder that scheduling is a key piece to workforce management and ultimately running a contract security business successfully. The whole point of a scheduling solution is to ensure you have the right people at the right place at the right time.



Right people.

You need a solution that tracks who can work a shift based on compliance requirements such as licenses, experience, pay rate and available hours. So, when you try to schedule someone outside of those eligibility requirements, you should get a friendly reminder that the employee doesn't meet the criteria.



Right place.

If you want your employees to show up at the right place, they need to know where they're going. The easiest way to do that is to give employees access to their schedules and job site information — like maybe through the self-service piece of workforce management. Bonus: If your self-service tool connects the location to a mapping app, your employees are all set.



Right time.

You schedule your employees to be on site at a certain time to serve the customer and meet those agreed-upon contract terms. If they can't work, your supervisors will know right away and can quickly find an eligible guard to fill the shift on the fly, thanks to the mobile piece of workforce management. You also need to make sure you're scheduling employees within the time you've budgeted for, so they're not hitting overtime. Managing scheduled effectively with an integrated solution can help you stop overtime before it even happens.

We talked about having the right stuff (baby). So, let's dive deeper into what having the "right stuff" means in terms of compliance.

¹Morea, Stephen. "Security Services in the US." IBISWorld Industry Report 56161, October 2016.

COMPLIANCE MANAGEMENT

Compliance. It's a word that sends chills up the spines of even the most seasoned executives. From various licensing and union requirements, to federal and local regulations, there's a lot that your company must track and maintain. In fact, there are 180 federal laws that the U.S. Department of Labor administers and enforces (and those are just related to labor¹). An integrated solution can help you manage compliance better and reduce risk — so you can rest easy.



Job Requirements

As a security contractor you have to make sure your employees meet the requirements to work various jobs. Having a tool to track and manage those compliance items enables you to automate the process and ensure everyone is up-to-date on all requirements, at all times.



Affordable Care Act

This complicated healthcare law has changed the way you have to administer health insurance benefits — big time. And, if employee benefits aren't managed in accordance with the law, you could face penalties. Not all integrated software suites are created equal, though. An industry-specific, integrated software worth anything should have a comprehensive solution for administering benefits in compliance with those regulations, reporting on how you're doing and an audit trail.



Taxes

Death and taxes. The only two “sure” things in life. Your integrated software can help you with the tax piece because it should stay in sync automatically with federal, state and local taxes. That way you can manage the payroll and sales tax side effectively and hands-free, ensuring you're in compliance no matter which tax region you're working in. Now, about that other “sure” thing in life — let us know if you find a solution.

¹“Summary of the Major Laws of the Department of Labor.” United States Department of Labor. April 13, 2017. <https://www.dol.gov/general/aboutdol/majorlaws>

REPORTING

Reporting is the glue that binds everything together. With an integrated software system, you have an enormous amount of data collected from across your business. If your system has extensive reporting options, you can extract and transform that data into meaningful information that helps you make smart business decisions. Now most integrated software solutions come with some standard reports, but it should also have some customizable reports that you can create to answer any questions you might have. How helpful would it be to answer questions like these: Which customer provides us with the most revenue? Which job has the most overtime? Which job is the most profitable? What's the breakout of union vs. non-union workers? How much do we spend on uniforms each year? How do our actual weekly labor numbers stack up to budget?

That's the beauty of customized reporting. You decide what you want to know and the data's there waiting for you to discover the answer.

TEAM SOFTWARE, INC.

At TEAM Software, we provide – wait for it – an integrated solution that offers all the things we just mentioned – workforce management, compliance management and reporting. And we’re here for you. We’ve been developing software for security contractors since 1988, and we’re not going anywhere anytime soon. We want your company to run as efficiently as possible, so that you can focus on growing your business, and ultimately experience greater success. That’s why we do what we do.



teamssoftware.com | 800.500.4499 | sales@teamssoftware.com