

HOW ONE CONTRACT SECURITY FIRM USED SCHEDULING TO REDUCE OVERTIME BY 70 PERCENT

In the security industry, there is one big, bad monster that can be unnecessarily costly for your company: overtime. Preventing overtime situations before they occur, and boosting overall efficiency in the process is the key to saving thousands. And fortunately, it's easier than you might think.

50 State Security (recently acquired by U.S. Security Associates, another TEAM Software client) implemented efforts that, over the course of a year, drastically reduced the company's overtime by 70 percent.

The backbone of the initiative was TEAM's Personnel Scheduling module in WinTeam. A fully integrated financial, operations and workforce management solution, WinTeam makes up the core of TEAM's solutions. WinTeam's Personnel Scheduling works using a master schedule — a template of how a typical week would look. Instead of recreating a new schedule every week, users can simply create a schedule from the master and make any adjustments from there. By scheduling in advance and looking at the entire week ahead, companies can easily spot overtime scenarios in advance and make changes to accommodate.

In addition, companies can track the reasons any change was made to the schedule. The Scheduling Changes Report, for instance, will show which changes were made, why and by whom. If companies are experiencing an overtime issue, this report may help find the root of it. Personnel Scheduling also has a feature called Post Watch, a screen that displays information from the schedules and TeamTime, TEAM Software's time and attendance solution. Post Watch provides a live snapshot of every post scheduled for the day. Schedules are updated as employees clock in and out of posts; dispatchers can make manual changes as necessary, too. Post Watch will also send alerts if employees do not show up for a scheduled shift.

In addition to using TEAM Software's integrated solutions, the company operationalized tasks and procedures by following a comprehensive guide created by TEAM Software. The guide detailed daily processes for dispatchers, schedulers, account managers and others that would help discover and mitigate overtime situations.

To support the initiative, company leadership involved everyone from account managers to human resources to upper management. They created an ongoing incentive program that involved small rewards and recognition for employees as quarterly goals were met and maintained. The incentives helped motivate employees and kept them accountable for their numbers. In fact, in the first three months of the initiative, the company had reduced overtime by almost 50 percent. Over the course of the full year, these combined efforts helped the company achieve a 70 percent reduction in overtime.

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PICTURE THIS:

Your company can avoid overtime and increase efficiency by using TEAM Software's scheduling solution.



REAL RESULTS:

50 State Security reduced overtime by 70 percent in one year using strategic processes with TEAM's scheduling software.

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