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Your Solution to Scheduling

There's one thing that can kill a company in the contract security industry: overtime. Those companies that must wait for their employees to submit time sheets and then have to key in the hours may find that their officers have clocked so much overtime that they're bleeding money.

"If you keep someone on the schedule who is working overtime, then your overtime goes through the roof," said Frank Panepinto, controller at Weiser Security, a Louisiana-based contract security company. "If you don't use sched-

ules and wait for time sheets to come in – then it's too late."

"We can't control overtime if we don't know who's out in the field," said Joe Smith, vice president of Security Technology at Walden Security, one of the nation's largest privately held security companies, based in Chattanooga, Tenn. "We can't exercise that type of financial control by using paper and pen because we just don't know how many people are scheduled or how many hours of overtime we have."

So, instead of pen and paper, security firms

are choosing software solutions to help them manage the daily scheduling of their officers. When companies get the scheduling right, they can manage overtime more effectively and save money. Both Weiser Security and Walden Security turned to TEAM Software's Personnel Scheduling module, part of a fully integrated financial, operations, and workforce management system. With its web and mobile features, the scheduling component of the software allows security firms to manage their employees' daily work schedule on time and on budget.

Smith said his company relies on the scheduling software to manage overtime. "We run a lot of reports throughout the week, some even daily, to track our overtime to make sure that teams out in the field aren't working too many hours or working overtime at all," he said. "We even have a query that runs to show us that no one's working more than a certain number of hours in the day, so we're making sure officers aren't overworked. It helps us control what's happening."

With TEAM's Personnel Scheduling, managers can create a weekly schedule, assign an employee to a shift, and be alerted if that employee would be earning any overtime. They can make any necessary adjustments to the weekly schedule proactively to avoid the overtime altogether. The software also tracks all changes made to the schedule, including which changes were made, why, and by whom. If companies are spending too much money on overtime, this kind of detail

"Some 85 percent of our employees clock in and clock out, so we're only managing 15 percent of changes at the end of the day, which is pretty good when you have 5,000 employees."

**Joe Smith, Vice President
of Security Technology
Walden Security**

will help them discover how it's happening.

Scheduling Made Easy

TEAM's Personnel Scheduling allows companies to manage the schedule down to the day. Security firms can create a master schedule — a template of a typical week — and then make any adjustments as needed, instead of creating a new schedule every week. The software checks for any job or post requirements, such as licensures, certifications, and trainings, to make sure the right person is sent to the job. And, in addition to alerts for overtime, it also flags open shifts and scheduling conflicts.

Walden uses the software to schedule its 5,000 employees operating in 28 states across the country in a variety of posts from hospitals, to courthouses, to educational facilities.

"In our industry, we often juggle people back and forth for special events or things that pop up at the last minute. A lot of times we're having officers work posts they've never worked before," Smith said. "This gives our operators a tool to schedule employees. There's even a feature where we can push out notifications to staff to say we've got an open shift and we need someone quickly."

Smith said Walden's operations managers aim to update the schedule in real time, but if they can't, they make any changes from the day before the next morning.

"If there were any missed punches or last-minute changes that may have occurred at four in the morning, they're making those updates to en-

sure everything that happened from the day before is posted. We can only manage as well as how accurate that information is," he explained.

One way to monitor and update the schedule in real-time is through Post Watch, a feature that provides information from both Personnel Scheduling and TeamTime, TEAM's time and attendance solution. When employees clock in and out of posts through TeamTime, that information is updated in Post Watch. Managers can make other adjustments on the fly, like assign employees to open positions to ensure coverage. Post Watch also sends alerts if employees do not show up for a scheduled shift.

"I have operators who make the majority of the changes, so exceptions are very few. Some 85 percent of our employees clock in and clock out, so we're only managing 15 percent of changes at the end of the day, which is pretty good when you have 5,000 employees," Smith said.

As mentioned, the scheduling software can validate that scheduled employees meet all job requirements, so companies can fulfill contractual obligations, reduce risk and keep their customers happy.

"If a job requires a certain security officer training, first aid or AED training, specialized driving training, or if it's an armed post — any kind of specialized training — is tracked through the job compliance tracker," Smith said.

"With the ease of setting up the jobs and entering the information one time — you pay correctly and you bill correctly. That's the biggest factor."

**Frank Panepinto,
Controller
Weiser Security**

As part of an all-in-one software system, TEAM's scheduling solution is integrated with billing and payroll so security firms can bill customers and pay employees based on shared scheduling data. Smith said that when the schedules are updated and accurate, then billing and payroll is easy.

"We have the saying here, 'Garbage in, garbage out,'" Smith said. "As long as we put the right information in upfront — our operations managers schedule everyone correctly, our officers show up like they're supposed to, they use TeamTime to clock in and clock out — then the end product is a clean invoice for our customers."

Weiser Security uses TEAM's Personnel Scheduling to manage its 26 branch offices and more than 4,000 employees located across the country. Panepinto said with other packages, companies may need to use an outside contractor or use an additional software package to manage payroll and general ledger. But with TEAM, everything can be done in-house, another money-saving benefit.

"With the ease of setting up the jobs and entering the information one time — you pay correctly and you bill correctly. That's the biggest factor," Panepinto said. He also noted that all the information in the scheduling solution — location, pay rate, billing rate, training requirements — helps the company meet their customers' expectations.

"The number one thing is to make sure you're covering whatever it is that the customer wants, at the times they want, and at the level they want," Panepinto said. "TEAM's scheduling allows us to do that."



Panepinto said the drill-down capabilities included in the scheduling software are important, particularly for account managers to maintain the schedule and track related information. "Once you've created the master schedule, you can look at the employees' names, contact information, and various credentials," Panepinto said. "You can also drill down to obtain additional information, including compliance, equipment, and time."

Mobile Features

Panepinto and Smith agree that putting the correct information into the schedule is critical. The web and mobile features of TEAM's scheduling solution make that a breeze. Supervisors can fill posts, modify schedules, and send schedules to employees through a web portal or mobile app called eHub. Also, employees can use that same technology to check their own schedules and clock in when they get there. By using eHub in conjunction with Personnel Scheduling, companies can eliminate paper, streamline processes, and increase efficiency.

"All of our supervisors have eHub access, where they can go in and make those changes on the fly," Smith said. "If an officer called off or

there's a customer request at the last minute, they can make those changes quickly."

Smith said his company encourages employees to use eHub. "We've been pushing it quite a bit for clocking in and clocking out. It also gives them all the information about their job," Smith said. "I think a lot of people like it, versus using the phone, calling their managers, and asking them questions."

A Flexible, Powerful Tool

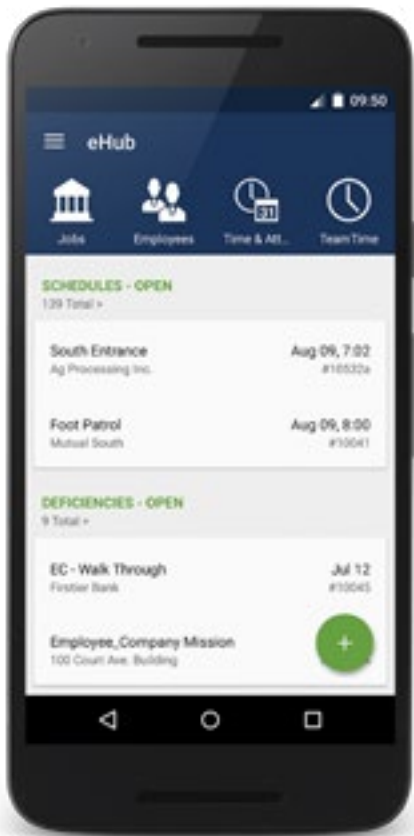
TEAM's Personnel Scheduling solution is easy to use, offers a variety of functions, and is integrated with other business management components. Its comprehensiveness and flexibility helps security firms manage schedules effectively, bill and pay efficiently, and keep costs in check.

"You come to appreciate it when you have something that does as much as this package does," Panepinto said. "With TEAM, it's all in-house. We can do practically everything."

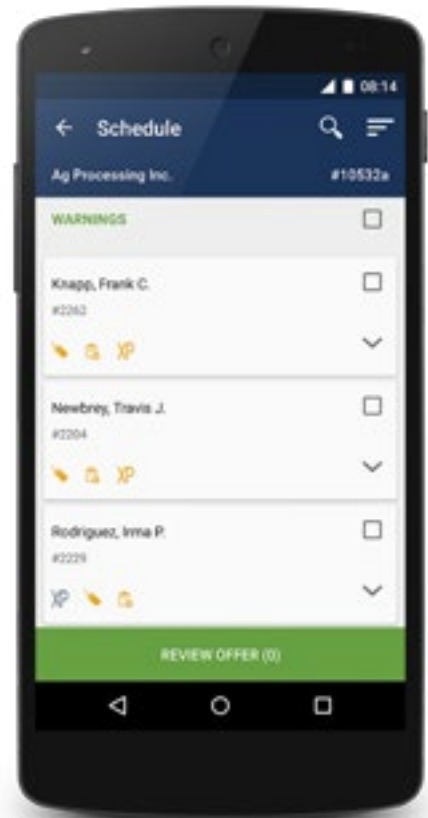
Smith said he values the software solution because of its broad range of features. He said that Walden uses the human resources functions — absence and time off tracking, pay rate information, and vacation and sick time — as well as other components.

"This system allows us to run all of our payroll internally versus hiring an outside vendor. We monitor all of our training requirements, all of our equipment, quality assurance, and compliance," he said "The software also includes inventory control, where we track all of our controllable assets, vehicles, and firearms," added Smith. "We're trying to run our company through TEAM."

To stay competitive in the contract security industry, a company must have the right people at the right jobs at the right time. Pen and paper doesn't cut it anymore, and integrated scheduling solutions with web and mobile components can save a company valuable time and increase profitability. ■



eHub Mobile home screen (left) and mobile shift replacement screen with compliance warnings (right). TEAM's eHub Mobile app includes scheduling and compliance tools to ensure that managers from anywhere in the field can fill open shifts and maintain appropriate coverage with qualified employees.



TEAM Software, Inc. has been a leading provider of software solutions and associated services for the building service and security industries for nearly 30 years. TEAM offers a host of fully integrated solutions from operations, financial and workforce management to employee and customer self-service to time and attendance products designed to help customers profit from efficiency. TEAM is an employee-owned company based in Omaha, Nebraska.

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