

WORKFORCE MANAGEMENT SOLUTIONS INCREASE EFFICIENCY

TEAM Software's workforce management solutions work especially well in the security industry, where scheduling and licensing play such an important role. Contract security companies can use the system to make sure officers are where they need to be at the right time and that they're qualified for the job. Plus, the integrated mobile features mean information from WinTeam, the core financial and operations product, can be used by supervisors and officers in the field, in real time.

The personnel scheduling feature allows companies to track where they need to place officers based on their clients' needs. In addition, workforce tools help managers ensure officers report to the site. With integrated time and attendance features, employees can clock in via telephone, biometric time clock or on their mobile device, and that timekeeping information is updated back in WinTeam from the field. Plus, the system will post alerts when officers do not report to duty.

Guardian Security Services, Inc., a security contractor based in Blue Island, Illinois, uses TEAM's employee self-service solution to share schedules with employees and it has made a big difference in their processes. Chet Strzelczyk, Operations Manager, estimated that before they implemented the solution, 100-150 employees would call in once a week to get their schedules. And, that if each phone call took about six minutes, the administrator spent 10 to 15 hours per week just taking calls. Now that the company has implemented the solution, Strzelczyk said that only about six people call in each week, saving the company 9.5 hours a week at a minimum.

Compliance also has been a core component of WinTeam for more than 15 years. Companies can enter requirements at the job level, and then monitor whether employees have the proper licensing and training. When companies schedule employees for a shift, they can check to see if their licensing has expired. In addition, a compliance alert engine will allow companies to notify officers when licenses are coming due, so that companies can be proactive in making sure their officers have all that they need to be put in place.

Denis Kelly, Chief Operating Officer of SunStates Security, said TEAM Software has helped his company track compliance and training for its employees. "We have several hundred courses available for our people, from initial training to ongoing learning to customized courses," Kelly said. "When someone takes a course, the challenge is tracking their results and ultimately seeing how they're progressing as an employee. All of that information flows into WinTeam, so we can see everything from their initial background checks to when they've been hired and all the training they've completed."

The mobile features offered by TEAM work well in the security industry, allowing supervisors to access information from the field so they can make good decisions about scheduling employees or finding the appropriate kind of employees to work. TEAM Software's mobile solution can be used on Android and Apple devices, with a downloadable app. Everyone in the company, from supervisors to employees, can use the app to see their schedules or retrieve their paystubs. And because most people are accustomed to using an app, it's user friendly.

Kelly said his company relies heavily on the mobile application, which allows managers to do quality assurance checks, compliance reports and inspections in the field. Because officers have access to their schedules and paystubs on their mobile phones, those mobile features save time, which can be put back into improving customer service and growing the business.

Because officers have access to their schedules and paystubs on their mobile phones, those mobile features save time, which can be put back into improving customer service and growing the business.



PICTURE THIS:

Your company can more effectively manage employees, costs and time using TEAM Software's workforce management solutions.



REAL RESULTS:

Guardian Security Services saved 9.5 hours a week by automating processes with the self-service component of TEAM's workforce management solutions.

TEAMSoftware
employee owned