



The Competitive Advantage of Security Management Software

TITAN SECURITY GROUP SEES BIG OPPORTUNITIES WITH SUPPORT OF TEAM'S TECHNOLOGY

SUMMARY

Chicago-based Titan Security Group realized its scheduling software wasn't hitting the mark any longer and began looking for better technology to help the company maintain a competitive advantage in a market rife with opportunity. After implementing TEAM Software's integrated software system, Titan Security has been able to streamline its processes and data into one system, providing better information, more transparency, enhanced efficiency, higher employee engagement, improved customer service and a competitive advantage in the marketplace.

A few years ago, Titan Security Group, a security services provider based in Chicago, Illinois, was looking for better technology that would help the company maintain a competitive advantage in the bustling Chicago market. They had scheduling software to help coordinate officers in the field, but that didn't give senior leadership the kind of enterprise-level management capabilities they were looking for. That's what led them to TEAM Software in 2015.

“We had been using another solution with no integration to financials,” said Dave Pack, who has been the Executive Vice President of Titan Security for the past eight years. “It was basically a scheduling package, and it had nowhere near the level of detail or reporting capabilities that TEAM has.”

That level of detail comes from an integrated business management software system with the core financial and operations solution, WinTeam, as its backbone. In addition to WinTeam, the suite includes eHub for workforce management and TeamTime for time and attendance management. All financial, operations and workforce management data is shared throughout the system to streamline business processes, build efficiency and give insight into profitability down to the job-site level. Pack points to that shared data as a big benefit for the business in terms of building financial awareness and eliminating silos of information.

“With the benefit of the integrated operational and financial data, we can put the right information into our operators' hands,” Pack said. “We can have a dialogue about expectations and results on the job level, and share that information and data with our clients. It helps increase transparency and provides a sense of ownership.”

Pack explained that the depth and breadth of the industry-specific software allows them to implement the features that make the most sense for business needs. But the main objective is to bring as many business processes and as much data as they can into the system. In fact, Pack noted that the company plans to use the work ticketing component of WinTeam, typically used by commercial cleaning firms, for the company's electronics division.



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“We are using as much of the system as we can,” said Pack. “The software hits so many areas of our organization. We’ve created a mini taskforce within Titan to keep an eye on all the WinTeam enhancements that are released to identify which solutions to implement and develop a roadmap for execution. The overall flexibility and comprehensiveness of the tool allows us to scale for our company.”

They’ve also eliminated at least one third-party tool to manage benefits administration. That move also helps reinforce the use of eHub for employee communication and engagement.

“We brought open enrollment into eHub. We were using a third-party online enrollment tool before,” Pack explained. “To a certain extent, the TEAM product is more streamlined and straightforward. We’re trying to drive traffic to eHub. It’s another way to get employees to interact. They can see benefits, paychecks, notifications and schedule confirmations.”

Pack added that Titan’s office team can publish initial payroll information to eHub ahead of payday, so all team members can review their paystubs and catch any discrepancies prior to payday. “That adds a lot of trust with our employees,” Pack said.

In addition to building employee trust, Pack noted that using TEAM’s solutions also helps them recruit top-level talent in a way.

“[TEAM’s] products have a great reputation in the security industry. That reputation helps us attract and recruit the best operators in the Chicago marketplace. Titan’s diverse senior management is comprised of the best-of-the-best in the industry and they expect to have a system with TEAM’s reputation and functionality,” Pack said.

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Leveraging an industry-specific, integrated platform has supported the company's success competing to win new business and serving customers, as well.

"The technology has definitely allowed us to scale more effectively. A lot of our national competitors struggle in Chicago because it is a very unique, customer-focused market," Pack said. "Each building is unique, so to be able to report operational data, financials and invoices in different ways is important to our clients. Our ability to bill in multiple formats allows us to never say no to clients or prospects. We provide high-touch customer service, so we want to say yes.

"In the Chicago market, there is a lot of activity and opportunities for Titan," Pack continued. "We have very professional operators, and with a system like TEAM and all of its bells and whistles behind us, we can compete with anybody." ▶

About Titan Security Group

Titan Security Group is a leading Chicago-based privately-held security services provider. They provide flexible, customized security solutions and superior customer service. Their approach combines traditional security staffing with electronic security systems to provide integrated and efficient, customized security solutions from a single source. Started in 1977, Titan is one of the largest regional security enterprises in the Chicagoland area. Titan schedules approximately 54,500 hours per week and employs over 1,600 security staff. Learn more: titan-security.com



About TEAM Software

TEAM Software develops financial, operations and workforce management solutions for contractors with distributed workforces of any size, with a focus on the building service and security industries. TEAM's efficiency-enhancing technology transforms business management and drives profitability. TEAM's industry-specific solutions range from a complete enterprise software ecosystem to a right-sized workforce management toolset that connect key components of customers' businesses. Founded in 1989, TEAM is an Omaha, Nebraska-based technology company with more than 400 customers all over North America. For more information, visit teamsoftware.com.