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- Carlie Barr,
General Administrator

Profile

Safe Environment Business Solutions is a private security company that has served the Ossining, New York, area for the past 20 years. They employ more than 1,300 security officers in 150 locations and offer private armed and unarmed security guards and police officers in the retail market.

Challenges

Providing security officers to locations across the U.S. and verifying guards visited job sites on time was an issue for Safe Environment Business Solutions. Over the last 20 years, they have expanded into 22 states. They needed a way to see the locations of the on-duty guards and know what they were doing while on the clock.

Solution

Safe Environment Business Solutions started using Encore and its Wireless Forms; they instantly saw improvements in the way they tracked guards visiting job sites. Safe Environment Business Solutions uses the software to make it easier to track the locations of guards on duty. Each employee has a device that comes with the tracking software; it allows the officers to clock in and out from the field, while also providing dispatchers with information such as who is on the clock and what their current location status is. Wireless Forms can be accessed online or offline, and are stored until an internet connection is reached. Users can also use the reporting feature to display data in the easy-to-read grids, charts, and graphs.



Benefits

Since using Encore, the ease of reporting has increased efficiency by at least 75 percent for the company. They know where their staff is at all times and, since guards know they are being monitored, they're self-policing their rounds.

“The [Encore] software has significantly increased efficiency,” Carlie Barr, general administrator at Safe Environment Business Solutions, said. “It's made our company transparent by knowing exactly what our guards are doing.”