

“With Actsoft, we have the ability to customize each report to meet our client’s needs. Having this technology sets us apart from our competitors.”

- Joe Joiner,
Vice President of Sales

Profile

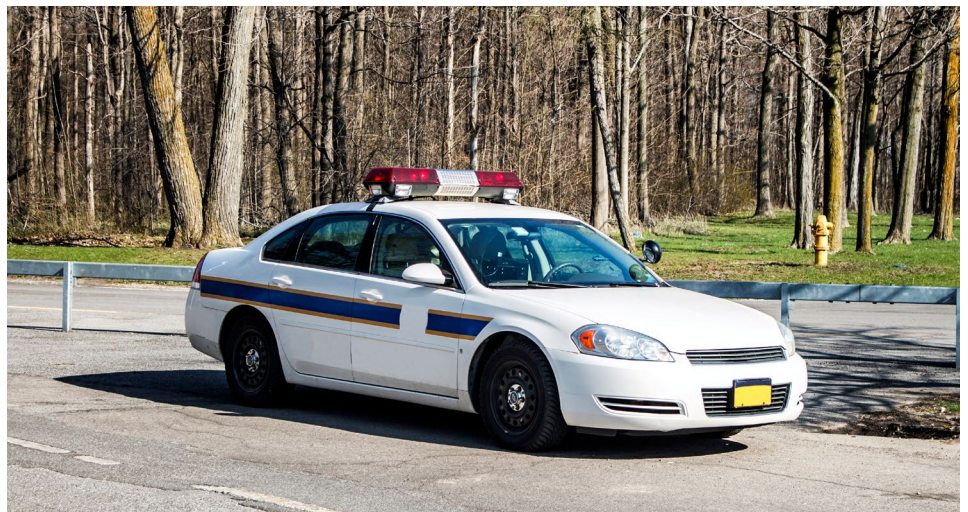
In just 40 years Memphis-based Security One has become one of the largest contract security providers in the Southeast and Midwest. The company provides security for Fortune 500 companies, financial institutions, government facilities, and a broad spectrum of commercially-owned and -managed properties.

Challenges

The leadership team wanted to replace officers’ paper-based reporting processes to boost the speed and quality of information provided to clients. Security One looked to enhance officers’ safety. Because officers work on client premises, the solution had to be mobile; it also needed to be environmentally friendly and introduced without a major investment in infrastructure.

Solution

Security One determined Actsoft to be the most flexible, robust, and cost-effective solution available. The company’s officers use smartphones or tablets equipped with a global positioning system (GPS) to collect data, take photos, create reports, and send them all to supervisors and clients.



Benefits

The solution improves customer relations by providing richer, timelier reports; strengthens officers’ safety by transmitting their locations; and increases workplace efficiency by eliminating redundant tasks. Mary Beth Del Conte, Security One’s IT consultant, worked with Actsoft to design an interface with their existing systems.

“Every part of the solution is phenomenal,” said Del Conte. “There’s just so much you can do with it. We feel the sky’s the limit.”