



Industry:  
**Professional Service**  
Contract Security Providers

*With more than 1,300 security officers in its employ, this contract security company provides protection to more than 150 customers throughout the U.S.*

### CHALLENGES

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

### SOLUTION

The company started relying on Wireless Forms and instantly saw improvements with guard-tracking at job sites. Using the software made it easier to see those locations in near real-time. Additionally, they started allowing time punches from the field, which gave dispatchers immediate access to on-the-clock employees and their locations.

### BENEFITS

Since using Encore, the ease of reporting has increased efficiency by at least 75 percent. The company knows where their staff is at all times and, since guards know they are being monitored, they're self-policing their rounds. With transparency improved, administrators can be more confident that services are being delivered to their utmost potential, dramatically improving customer relations, since they now have verifiable proof of rounds performed by guards. Wireless Forms are used to gather any relevant information by guards, such as disturbances or doors discovered ajar. Even in cases when signals are patchy, these forms can be accessed offline and stored until a connection is reached. Completed forms can be provided to clients to paint a better picture of each round.



#### WIRELESS FORMS

Provide customers with more detailed reports.



#### GPS TRACKING

Verify rounds are being completed correctly.



#### MOBILE TIMEKEEPING

Improve accuracy and accountability.

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