

SELECTS SMARTTASK AS WORKFORCE MANAGEMENT SOFTWARE PARTNER OF CHOICE



Corps Security, the UK's most established and respected specialist security services provider, has appointed SmartTask as its preferred technology partner as part of a business improvement initiative designed to enhance contract delivery and increase operational compliance. The company will implement an advanced patrol monitoring and electronic DOB solution across 700 customer sites to gain added visibility and control over its manned guarding and mobile security operations.

"We have previously taken an ad hoc approach to patrol monitoring, using multiple systems without any consistent processes," explained Tony Frost, IT Director at Corps Security. "By teaming up with SmartTask we can adopt a single IT system that will help better meet our customers' needs, while giving us added operational insight and business intelligence. With greater levels of transparency and accountability across our team of 3,000 security officers, we can quickly respond to issues, enforce compliance and demonstrate the value we are providing to our customers."

Corps Security undertook a detailed review of the patrol

monitoring marketplace, selecting SmartTask based on the flexibility of the system and the company's partnership approach. As a result, Corps Security will be able to rollout the system based on exact customer requirements. This will begin with a patrol monitoring solution initially implemented at 100 sites and a light version, based on SmartTask's DOL solution, which will provide an alternative to paper-based Daily Occurrence Books (DOBs) at a further 600 locations nationwide.

The patrol monitoring system will use NFC tags along predefined routes, so security officers simply have to scan each checkpoint with a SmartTask-enabled smartphone to record their patrols. The SmartTask Advanced app can also be used to book on and off shifts, make check calls, raise alerts and submit detailed incident reports. All captured information will be visible to Corps Security's central control centre, while controlled access will be available to the company's regional management team including site and contract managers.

Using SmartTask's DOL, security officers will be able to quickly make entries electronically, including capturing any supporting images, with incidents escalated with an automated alert to the control room and if appropriate the contract manager. As well as delivering a simple communication tool, it will also remove the cost of providing, distributing and archiving paper-based logs.

"The SmartTask solution will enable us to centrally collate a wide range of data that can be used to streamline, simplify and standardise our business and operational processes. We

are already finding clever ways of using the system – such as creating a highly accurate way of reporting contract manager site visits – and expect to work closely with SmartTask moving forward to identify further opportunities to use the wide-ranging functionality. We will also have the ability to develop new features that offer clear benefits to our customers and the business." Concludes Tony Frost.

Paul Ridden, CEO of SmartTask commented: "This partnership with Corps Security is further recognition of the power and potential of our workforce management software. Our understanding of the security sector means our proven solution overcomes real-world challenges and our ongoing development is driven by the needs of the industry. As a result, it is enabling our customers to reduce costs and improve performance, while helping to retain and win more business."

SmartTask is an advanced and simple-to-use employee scheduling and mobile workforce management solution that enables security companies to plan, manage and measure their workforce more effectively. The cloud-based software solution combines intelligent rostering, patrol monitoring and integrated proof of attendance across both static and mobile teams, making it the ideal tool to improve operational control, enhance customer satisfaction, and support duty of care to staff.

SELECTS SMARTTASK AS PREFERRED TECHNOLOGY PARTNER FOR NATIONAL MUSEUMS SECURITY CONTRACT

Wilson James has appointed SmartTask as preferred technology partner and awarded it a deal for the supply of a mobile patrol and electronic smart form solution for a new security contract with National Museums. Under the agreement, the company will now roll out the SmartTask workforce management software to 10 sites including the Natural History Museum, V&A and Science & Industry Museum. This follows a successful trial that achieved significant time savings by removing paperwork and streamlining operational processes.

The new partnership between Wilson James and SmartTask will replace an incumbent supplier agreement that no longer met the business and operational requirements of the leading security, construction logistics and business services provider. In particular, the retender process for the security contract with National Museums required a single provider of a highly-configurable mobile patrol and electronic smart form solution.

An initial trial at the Natural History Museum focused on use of electronic forms via SmartTask-enabled smartphones to reduce administration and increase productivity of operational staff. It was designed to identify potential benefits based on the precise requirements of the customer as well as create a suite of seven SmartForms and reports that could deliver standardised data capture and analysis. This included confiscated items and vehicle check SmartForms, scenario testing and incident reporting.

The trial highlighted the clear benefits of using the SmartForms, most notably around confiscated items and vehicle forms. Confiscated items, following bag searches carried out at point of entry, historically required between 10-15 minutes to complete and during that time the security officer was away from the floor resulting in lost productivity. Following the adoption of SmartTask, reports can now be created automatically using highly-accurate data, while paper usage and printing requirements have been dramatically reduced.

The time savings achieved at the National History Museum by the Wilson James team have led to higher productivity, greater capacity to carry out bag searches and increased visibility of security staff. Management time saving have also been realised in production of required monthly reports, as well as administration savings of 12-hours per week for the Security Duty Managers.

Don McCann, Technology Systems Consultant at Wilson James commented: "SmartTask provided significant support throughout the contract bid and contributed to the successful re-signing for a further five years. The solution is now fully operational at five locations – Natural History Museum, National Science & Media Museum, National Railway Museum, Science & Industry Museum and a Wandsworth storage site – with the Science Museum and V&A to follow shortly. SmartTask has also handled a separate project for Bradford Science Festival, which further demonstrated the flexibility of the system, ease of deployment and its suitability for the security sector."



Paul Ridden, CEO of SmartTask said: "This latest agreement demonstrates our ability to work closely with our customers to develop advanced workforce management solutions that support business development, customer retention and quality service delivery. We are now partner of choice for a growing number of security organisations based on our proven track record helping to tackle some of the most common and difficult operational challenges they face."

