



St. Moritz
SECURITY SERVICES, INC.

Case Study:

How TrackTik's End-to-End Solution Helped Bring St. Moritz and Their Customers Closer Together

TRACKTIK



"We do a lot of work in the high-end retail space, which is highly specialized"

Matthew Schwartz,
Chief Executive Officer

St. Moritz: Security Service Meeting Specific Needs



St. Moritz is a Pennsylvania-based corporation —owned and operated by Philip St. Moritz— that started as a regional company and has grown to have a national footprint. With 30 offices stretching from Boston, all the way to Hawaii, they have over 3000 workers servicing retail, industrial and patrol clients.

St. Moritz Security Services focuses on the individual needs of their clients. They forego generic pre-packaged services in favour of offering a program that is put together based on their client's individual needs.

This is why St. Moritz attracts a lot of clients whose needs are very specific.

The only thing that comes pre-packaged with their services is quality employees and guards. They're not interested in just throwing a body into a suit. From the top down, St. Moritz makes sure their workers deliver high-value service. Their retention rates are much higher than the industry standard which allows them to maintain quality in their security operations.

Maintaining High-End Service While Growing

St. Moritz has grown quickly since being established in 1982 and one of their biggest concerns is losing the ability to focus on the unique needs of their clients as they scale. "As St. Moritz continues to grow year over year, we want to make sure that our customers are getting that high-end, specialized service that we promised from the beginning," Evan Nardone explained. With clients whose needs are so particular, the security company needs to be laser-focused on their customer's needs.



"We want to make sure that we bring value to our customers"

*Evan Nardone,
Corporate Compliance
Manager*



Large companies are always at risk of losing their focus on customers. Their resources are often used elsewhere leaving the client at a bit of distance. Matthew Schwartz believes that "Some of the larger companies (...) they just don't have the bandwidth to get out and service their customer as they should."



"Where our industry is heading, I believe technology will play more and more of an important role"

*Brian Fiscus,
Chief Financial Officer*

Concerns with Previous Software Solution

St. Moritz had used security management software before but was unhappy with the restrictions and limitations they faced in day-to-day use. Their guards were not able to access their schedule on a mobile phone which meant that guards would have to phone in or access a desktop to know when they were scheduled.

Invoicing did not include the customization and breakdowns they required to satisfy the needs of their clients. For the sake of transparency and data, customers need to know precisely what they are paying for on an invoice, especially if they need to justify their security costs to upper management.

Back office tasks, such as scheduling, were not covered by previous software solutions which meant that a lot of manual work building schedules and replacing guards was being done on spreadsheets and was not connected to frontline security operations.

Grievances with Previous Security Management Software:

- Invoices lack customization and breakdowns.
- Can't give clients a customizable report and not right away.
- Back office tasks not covered by the software.
- Frontline and Back office not connected together.
- Guards can't access schedule on mobile.



"The more we're able to eliminate manual process and replace it with something that's automatic, the more we're able to spend that extra time with our clients."

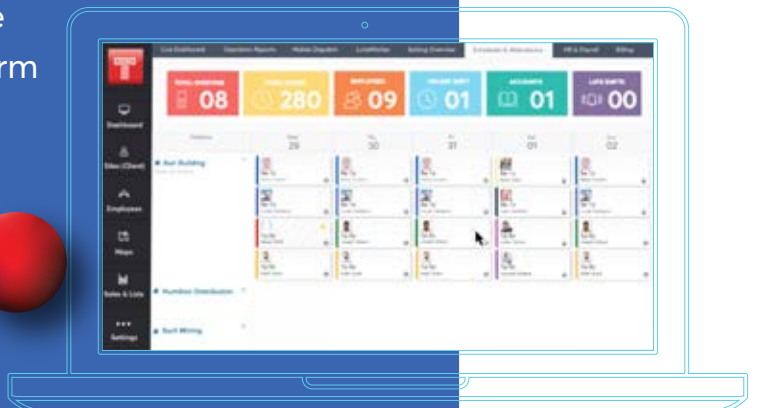
- Evan Nardone



More Time with the Customer With An End-to-End Solution

TrackTik made it possible for St. Moritz to maintain a closer relationship with their customers by streamlining backend processes that previously would consume countless admin hours. The software automates manual processes involved with incident reporting, scheduling, employee replacement, invoicing and more. This automation freed up time for St Moritz to focus on their client's needs.

These back office tasks are synced up with frontline operations so guards know their schedule via their mobile phone, are tracked while they perform their duties and those verified shifts automatically create an invoice, which is then turned into payroll ready information. This is how TrackTik covers their security operations from end to end and helps them save a lot of time".





Offering Transparency with Centralization and Reports

Clients want data and analytics to understand where their costs are coming from and they want it right away. TrackTik is able to fulfil that need according to Schwartz by "provid(ing) data in real time to our customers as it relates to scheduling, as it relates to reporting, as it relates to any kind of incident that occurs at a location, we now have information and data in real time."



TrackTik's real-time and historical reporting really wowed St Moritz's customers. The quick turnaround of data meant that they could offer a transparent account of their security operations and justify their costs, giving them an edge over competitors. This was yet another way in which TrackTik helped bring St. Moritz closer to their clients; by satisfying their need for data quickly.



"TrackTik is truly an end to end solution"

St. Moritz was also able to meet their client's specific needs when it came to invoicing and payroll as well: "From a billing and contracts perspective, it really gave our customers the flexibility they were asking for."

- Evan Nardone



With help from TrackTik, St. Moritz has been able to maintain its focus on the specific needs of their customers despite growing in scale as a company. TrackTik's centralizing software gave them more time for their clients by automating previously manual admin processes and connecting their frontline and back office security operations together. St. Moritz was also able to give data and analytics to justify the cost of their security operations, allowing for an even closer, more transparent relationship with their customers. St. Moritz plans to grow 10% year by year while offering a professional security service. TrackTik is an essential part of achieving that goal and will be working alongside St. Moritz to make that happen for the foreseeable future.



At TrackTik, we've been shaking up security since 2013. Thinking that there must be a better way, we've been bringing the power of data, analytics and automation to security operations management worldwide. Located in Montreal's exciting Plateau neighborhood, we serve the best the city has to offer in terms of tech savoir faire, creativity and disruptive thinking.

TRACK **TIK**

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