TRACK TIK

2016 | Guard Management Solution:
THE NEW INDUSTRY STANDARD

In an industry saturated with complex segmented systems, a single integrated solution emerges as the new standard for guard workforce management.

COMMAND SECURITY CORPORATION CSC

About

With more than 30 years of service and more than 6,500 trained personnel, Command Security Corporation is an experienced provider of full-solution security services.

Project Summary

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Founded in 1983, Command Security Corporation (CSC) is a premier provider of security services. Since their inception, CSC has expanded operations across the United States. A 1995 acquisition of assets paved the way for CSC to expand into a variety of markets including transportation and aviation security. Today, CSC has sites in nearly every vertical in the security industry with more than 6,500 officers.

As CSC expanded, they were faced with the challenges of managing an ever-growing workforce. Not only was the size of the workforce increasing, but client expectations varied across verticals forcing action. To stay ahead of these changes, CSC looked to technology to manage and expand their operation. Early technologies provided some support, but the scope of their functionality was too narrow to produce notable improvements across the organization. Accordingly, CSC employed the use of multiple standalone technologies to satisfy their operational needs.

Prior to TrackTik, CSC deployed two guard monitoring solutions to manage field operations and multiple verticals. One vendor offered standard patrol pipe to wand guard tour system for checkpoint tours, while another added a GPS guard tracking system. With few options, CSC invested in the single-purpose proprietary devices offered by each vendor.

The challenges of operating both systems quickly surfaced. "Our training costs increased significantly and the limitations of the devices often led to the systems being underutilized by employees," said Dane Dodd, CPP, CSC's Director of Training. In addition to adoption concerns and inflated training costs, the two systems siloed operational data making it nearly impossible to provide their clients with valuable information. Management struggled to get a comprehensive view of their field operations, while officers struggled to effectively operate and adopt multiple systems.

In 2014, CSC researched emerging technologies for a unified guard management

system and finally found an end-to-end technology that would allow them to manage their workforce with one simple software. TrackTik, a Montreal based guard management solution offered a departure from the limitations of early technologies. Leveraging mobile and cloud technology devices, TrackTik provided a robust, user-friendly and flexible management solution for security operations. Officers could use a single device, a single point of entry, for all their security needs. They were finally equipped with an all-in-one solution that also happened to offer management a central repository of critical and useful data. From smart tours, GPS tracking and incident reporting, this data would populate a real-time dashboard offering a comprehensive view of their operation. A view that would change their business and the security industry as a whole.

"The idea was simple; create a flexible platform that encompasses all facets of a security operation," explained Simon Ferragne, CEO and founder of TrackTik. "We work continuously with our customers to develop user-friendly solutions to which evolve to meet the changing needs of the security industry."

VALUE-ADDED SERVICES FOR CLIENTS

GROW BUSINESS

FLEXIBILITY

CSC deployed TrackTik and quickly noticed the benefits of a fully integrated solution. "TrackTik's platform is simple to setup and easy to use," said Dodd. "Our security officers find the application very user-friendly, and managers can set up new sites or modify existing accounts in just a few minutes. In other words, TrackTik provided the flexibility we needed."

Following the implementation of the software, CSC now leverages TrackTik to grow their business. "We will be expanding the use of TrackTik to provide a higher level of value-added services for our clients," added Dodd.

"We are thrilled to partner with Command Security Corporation who are well-respected in the security industry. CSC runs a tight operation and it is gratifying that industry leaders of this caliber are choosing TrackTik to streamline their processes and grow their business." said Simon Ferragne.

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