



[Buyer's Guide]

Security Workforce Management Software

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Welcome to the Buyer's Guide

Choosing the right security solution for your needs can be a challenging decision. That's why we've created this Buyer's Guide to assist you. Our aim is to provide you with a clear pathway for selecting security workforce management software, helping you identify the specific requirements you have for a security platform partner. By following this guide, you can feel confident in your purchasing decision.

Let's get started!



What is a Security Workforce Management Software Platform?

Security Workforce Management Software platforms are made to improve both the safety and efficiency of security operations.

Security workforce management platforms are software solutions designed to improve the management of security personnel. They provide tools for scheduling, tracking, and communicating with security guards in the field.

Platforms include features such as GPS tracking, lone worker protection, and incident reporting. They also offer data

analytics and reporting capabilities to help make usage decisions about their security programs. Comprehensive platforms will also tie in backend administrative functionality like billing, contract management and payroll.

Overall, the platforms are made to improve both the safety and efficiency of security operations.

Solutions for Security Firms

Security firms use these platforms to help organize guard activity, improve client communication, and help with administrative tasks like scheduling and invoicing.

With this solution, security firms can centralize operations, increase efficiency and transparency, as well as win new business. Overall, you're looking for a solution that can show the added value you're bringing to customers.



What should you expect in security workforce management software?

You want a solution that is:



Secure

You'll want a company with a proven track record with security, and you'll want to know that your data is completely safe.



Easy to use

What's the point of having a system if no one can use it? Aim for a platform that can be quickly learned and used.



Designed for Specific Uses

If a solution is too general, it may not meet your specific needs. Look for a choice that is designed for security processes and workflows.



Available Anytime, Anywhere

Cloud-based platforms offer 24/7 access, dependable data security, and the convenience of automatic software maintenance. You don't want to be dependent on a system that needs on-site hardware for data exchange.



Adaptable

You don't need something generic that can't fit with your goals or existing processes. Choose a platform that works with your specifications and people.



Identifying Problems

While evaluating your options, you should identify the main problems you are trying to solve for. This way, you have a complete understanding of your team's specific challenges and what to look for in a solution.

As an individual or as a team, list your main issues. There are various issues that can occur, but here are some common ones we see.

Security Firm Issues:

- No real-time tracking or visibility into guard activities
- No communication between security team members
- No analytics or accurate data available to back up decision-making
- No way to build or customize a customer portal
- No way to automate processes like manual paper timesheets
- No consistent process for dispatching and scheduling

Recognizing these helps you focus on what matters most – and makes sure you don't choose a solution that doesn't have everything you need.

Impact Beyond ROI

There's always the question of ROI and when it will happen. Of course, the true impact of a new solution extends beyond simple ROI. What are some ways you can make sure you're meeting your financial goals?

Some of the ways your security workforce management platform should contribute to ROI include:

- **Improved billing accuracy:** Software can automate the invoicing process, which helps with accurate and quick billing.
- **Increased client satisfaction:** A well-designed portal will improve the customer experience, which can lead to even more business opportunities.
- **Better security guard productivity:** The solution should provide tools that help security guards be more efficient with their time.
- **Reduced overtime costs:** Scheduling and time tracking features help organizations reduce overtime expenses.
- **Better resource allocation:** Data analytics and reports help businesses focus on what's working for them, and leave behind that are financially draining.
- **Reducing time theft:** Whether time theft is accidental or not, a more focused workforce saves time and money.

Overall, your chosen solution should help you achieve a positive ROI by reducing costs, improving productivity, and helping to satisfy your clients.





Evaluation Criteria

Feature	Ideal Solution
Compliance Certifications	<p>Prioritize data protection and trust. The top compliance qualifications you want to look for are:</p> <ul style="list-style-type: none">• SOC 2 Type 2 Security• ISO 27001 Security• 27017 Cloud Security• Adherence to NIST SP 800-171 guidelines.
Uptime Guarantee	<p>Security operations need a reliable 24/7 solution. High uptime ensures your team can always access schedules, communicate, report incidents, and track activities without disruption.</p>
Interface Intuitiveness	<p>A user-friendly interface boosts adoption rates for security teams. Choose a solution that is easy to navigate; otherwise, teams won't use it regularly.</p>
Customization Options	<p>Tailor templates, reports, and dashboards to your processes, saving time while still accessing real-time data.</p>
Support & Documentation	<p>A comprehensive support desk addresses common questions, while dedicated representatives assist with complex issues, provide guidance, and troubleshoot problems.</p>



Evaluation Criteria

Feature	Ideal Solution
Mobile Capabilities	A mobile app allows security teams and managers to stay connected, access important information, and complete tasks anytime, anywhere.
Integration Capabilities	Choose a solution that can integrate with your existing systems, including HR platforms, payroll, and other business applications.
Reporting & Analytics	A solution with reporting and analytics helps track goals and identify improvements. Opt for a platform with customizable reports and meaningful analytics for a comprehensive organizational view.
Guard Safety	Prioritize guard safety with features like GPS tracking, lone worker protection, and an emergency panic button.
Client Communication	A customer portal enhances firm-client communication by providing real-time data access, performance tracking, incident reporting, and user-friendly communication tools.

Checklist for Questions to Ask Potential Providers

To help you save time, energy, and money, we've gathered seven questions to help you select a vendor that will meet your needs.

- Does the platform take your entire business into account?**

Ask vendors about meeting your specific industry needs. Not all vendors are equipped to handle the multiple aspects you may require to automate your business end-to-end.
- Does every software modification require custom in-house programming?**

Consider the cost benefits of software customization. More customization requires more time for coding and testing, delays ROI, and creates instability during transition. Custom reports also need expensive, reliable programmers.
- Are there plans for future development?**

Before signing a multi-year contract, it's important to know the solution will be changing along with your business. Ask your vendors questions about what input determines how the platform will develop, what's next for the platform, and how often they release updates.
- Is the platform mobile-friendly?**

We're connected anywhere, and anytime. Despite this, some security workforce management platforms still use on-site hardware for data exchange. As a result, data collection is limited by location and time of day. However, cloud-based platforms offer 24/7 access, dependable data security, and the convenience of automatic software maintenance.
- Does the platform require the use of their hardware?**

If your company isn't prepared for these costs, opt for a turnkey platform designed for the service industry. Enjoy stability, cost savings, and ease of use with versatile reporting options—no programmers needed.
- Does the platform provide the level of reporting your firm needs?**

Your platform shouldn't just meet the needs of your business - it also should meet the needs of your customers. The right solution will promote transparency at your firm, plus provide data and analytics that are easy to share and help you build trust with your customers. Overall, the platform you choose should assist you in providing better customer service and a more secure operation.
- Does the platform seem to be designed with customer input in mind?**

If you see unrelated features, ask your vendor about their development process. Choose a company that uses customer feedback, engages with clients, and monitors industry trends.

Buyer FAQs

What specific problem does a security workforce management platform solve?

A security workforce management platform solves scheduling problems, guard activity tracking, incident reporting, and administrative tasks. With automation, real-time GPS tracking, and data analytics, the solution helps organizations improve their work performance.

Does it work with my current tools, and what are my API options?

The right platform will integrate with your existing HR and payroll systems, plus offer an open API for custom integrations with other software solutions.

How does it fit into my existing system?

Your solution should complement your current security setup. Choose a solution that offers a mobile app for guards and managers, so people can access it from anywhere.

What can I expect during implementation, and what support is available?

During implementation, users should receive dedicated support and training. Post-implementation, ongoing support should offer assistance and quick answers.

Will my team use it?

When choosing a solution, select a platform with high user adoption rates. Users want software with a user-friendly interface and design, plus one that offers support if issues arise. A mobile app which puts the solution right in people's hands makes it an easy transition.

Can I scale it with my business?

Choose a solution that is designed to grow with your business, offers customizable options to fit changing needs, and provides dedicated support to assist with new users.



Introducing Trackforce



About Trackforce

Trackforce combines decades of total experience with the brightest and most influential minds to provide its customers with the most comprehensive security workforce management solutions. Our cloud-based solutions help corporations and security guard service providers handle every aspect of security team management.

Since 2013, our security workforce management software has been helping people become more secure. Trackforce solutions gives businesses like yours access to a suite of guard management tools, powerful business intelligence modules, and automated financial management solutions.

Features include:

Real-time monitoring and incident reporting:

Perform live monitoring of guard activity. It also provides tools for real-time incident reporting, which helps with faster response times and better risk mitigation.

Advanced functionality for security guards:

Manage checkpoint tours, deliver post orders, and provide instant alerts tied to site geofencing.

Security guard safety features:

GPS tracking, lone worker protection, and a panic button to improve the safety of security personnel in the field.

Client portal:

Give clients access to performance metrics, incident analytics, and other important information.

Administrative task assistance:

Automate administrative tasks like scheduling, dispatching, payroll, and invoicing, which helps reduce errors and save time.

Data analytics and reporting:

Advanced data analytics tools for data-driven decision-making.



Get a Demo

The best way to see how our solutions will help you is to request a demo:

[Click here to learn more: https://www.trackforce.com](https://www.trackforce.com)

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