



[Corporate Buyer's Guide]

Security Workforce Management Software

Table of Contents

3. Welcome to the Buyer's Guide
4. What is a Security Workforce Management Platform?
5. Solutions for Corporate Security Enterprises
7. Identifying Problems
8. Impact Beyond ROI
9. Evaluation Criteria
11. Checklist for Questions to Ask Potential Providers
12. Buyer FAQs
13. Introduce Trackforce





Welcome to the Buyer's Guide

Choosing the right security technology solutions for your organization's needs can be a challenging decision. That's why we've created this Buyer's Guide to assist you. We aim 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 Platform?

Security workforce management platforms are software solutions designed to improve the management of security personnel and streamline the efficiency of security operations.

They provide a centralized management system for monitoring security operations across sites with real-time visibility into security personnel activity.

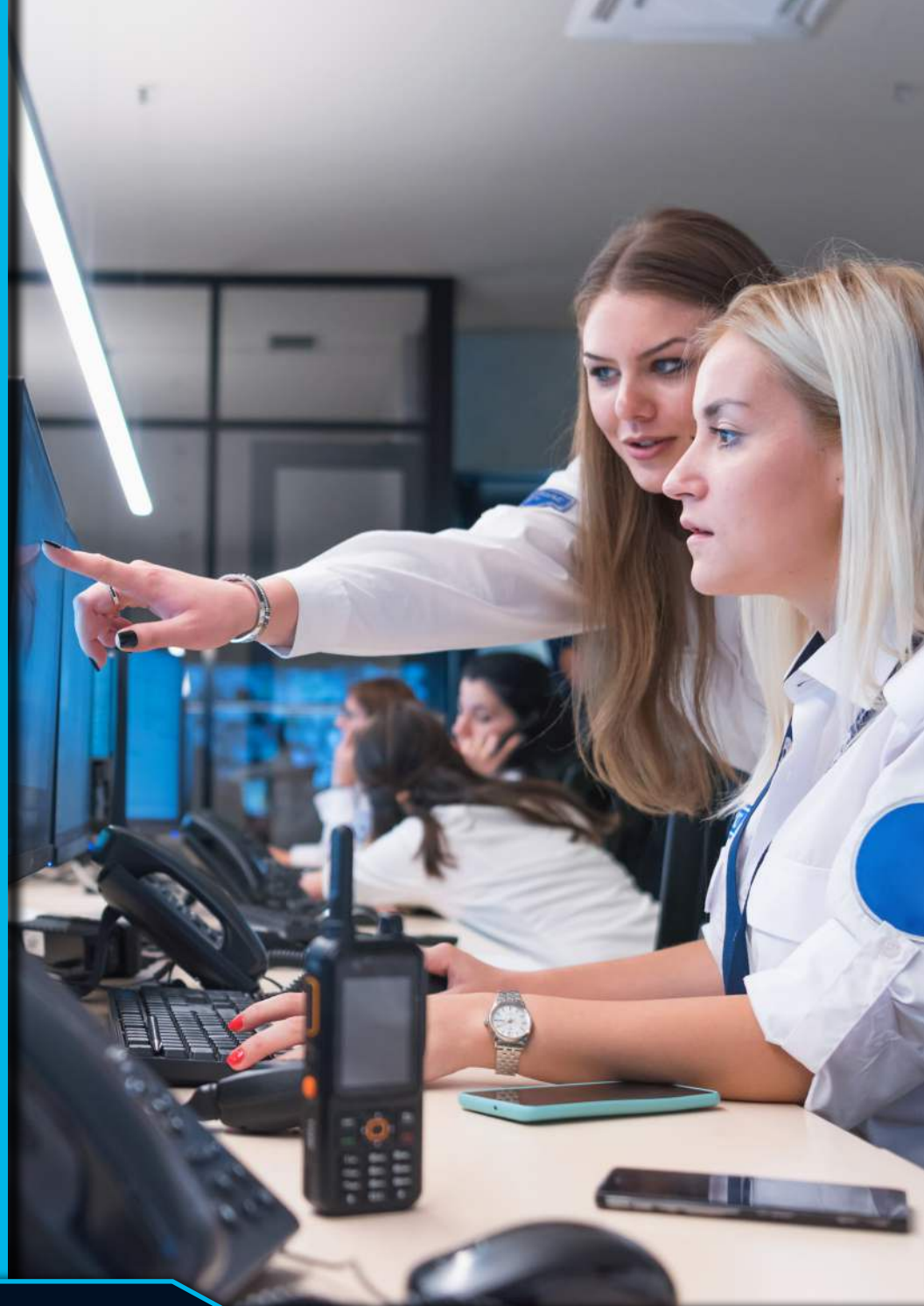
Platforms include features to improve communication and reduce response times to incidents. Comprehensive platforms also offer advanced data analytics and reporting capabilities to help make usage decisions about security programs.

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

Solutions for Corporate Security Enterprises

Corporations use these platforms to improve internal security operations. They are focused on features like threat detection, regulatory compliance automation, and preparing for emergencies.

With these solutions, corporations want to improve security processes, measure security performance with real-time data, identify incidents, and gain activity insights. Overall, you're looking for a solution that reduces risk and builds a stronger safety culture.



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 your industry.



Available Anytime, Anywhere

Cloud-based platforms offer 24/7 access, dependable data security, and the convenience of automatic software maintenance.



Adaptable

You don't need something generic that can't fit what you want. Choose a platform that works with your specifications, internal policies, and people.



Identifying Problems

While evaluating your options, you can identify your main problems. This way, you have a complete understanding of your team's specific challenges and what solutions you need.

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.

Corporate Security Issues:

- No way to track real-time security guard activity across sites
- No consistent communication between security management and their teams
- No consistency in capturing information for incident reporting
- No way to create and share reports
- No data analysis options to spot trends or share data
- No way to track task vs guard-based data
- No way to create prevention strategies

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 the financial goals of your technology purchase?

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

- Better security guard productivity: Equip security guards with tools for efficient time management and thorough site checks.
- Better reporting: Compile, store data, and run reports for better analysis into operational effectiveness.
- Better resource allocation: Automation reduces manual tasks, allowing security personnel to focus on more critical activities.

Overall, your chosen solution should help you achieve a positive ROI by reducing costs, improving productivity, and helping find inefficiencies in processes.





Evaluation Criteria

Feature	Ideal Solution
Scalability	A scalable solution saves you from reinvesting in new security systems, enabling smooth transitions and growth without compromising security.
Uptime Guarantee	Security operations need 24/7 reliability. High uptime ensures your team can communicate, report incidents, and track activities without disruption.
Flexible, Open API Ecosystem	Adapt and grow without frequent system overhauls, enhancing efficiency and cost-effectiveness. An all-in-one security platform ensures compliance and integrates advanced technologies for improved security.
Global Support	Accommodate varying international regulations, languages, and cultural nuances, ensuring that security protocols are consistent yet customized for each locale.
Automation for Compliance & Regulation Adherence	Meet compliance standards by offering automated reporting, audit trails, and customizable workflows that align with legal and industry-specific regulations.



Evaluation Criteria

Feature	Ideal Solution
Identification of Threats	Gain detailed access tracking, anomaly detection, and incident reporting to prevent insider threats and physical bad actors, all while maintaining user privacy.
Integrated Cyber-Physical Security Measures	Robust encryption, regular security patches, and protection against cyber intrusions that could compromise physical security systems.
Reporting & Analytics	Customizable reports and analytics provide a complete view of your organization, offering insights for threat detection and informed security decisions while safeguarding data privacy and integrity.
Data Certifications	Prioritize data protection and trust. The top compliance qualifications you want to look for are: <ul style="list-style-type: none">• SOC 2 Type 2 Security• ISO 27001 Security• 27017 Cloud Security• Adherence to NIST SP 800-171 guidelines.

Checklist for Questions to Ask Potential Providers

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

Does the platform meet your needs?

Ask vendors questions about meeting your specific needs. Not all vendors are equipped to handle the multiple aspects you may require to serve your team.

Does the platform require you to purchase their hardware?

Before everyone had a phone, security management platforms required all kinds of extra equipment. Today, some platforms still require this costly, inconvenient equipment, which also needs consistent maintenance. But - a contemporary smartphone has all the necessary features you need. It's easier to choose a solution that uses the devices your team already has, instead of purchasing new hardware.

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 have 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.

Does the platform seem designed with customer input in mind?

If you notice features that seem unrelated to the industry, ask your vendor how they were developed. The company you want to choose will use customer feedback as a part of software development, engage consistently with potential and current customers, and use dedicated people to monitor industry trends.

Buyer FAQs

What specific problem does a security workforce management platform solve?

A security workforce management platform addresses several key challenges for enterprises with in-house security teams, mainly by enhancing operational efficiency, improving compliance, and optimizing resource allocation.

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 security personnel and managers, so people can access it from anywhere.

Will my team use it?

Users choose to use 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.

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

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

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.

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 provide quick answers.



Introducing Trackforce



About Trackforce

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

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.
- Security guard safety features: GPS tracking, lone worker protection, and a panic button to improve the safety of security personnel in the field.
- Advanced functionality for security guards: Manage checkpoint tours, deliver post orders, and provide instant alerts tied to site geofencing.
- Data analytics and reporting: Advanced data analytics tools for data-driven decision-making.

Trackforce helps enterprises improve their security operations, increase efficiency, and meet the complex organizational challenges on the horizon. We offer platforms for managing security personnel, tracking activities, and advanced data analytics – all in the interest of creating more secure spaces and protecting people and assets around the globe.



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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