

Scheduling Smarter Gives Security Guard Company Competitive Advantage

“With Snap Schedule everything is stable and in one place. Clients love that we can show them on their invoice who was at their site and when. It gives them an extra bit of bookkeeping.”

Vendo Vincent, Director, Queensland Security Solutions

Customer:
Queensland Security Solutions

Web Site:
www.securityguardsqueensland.com.au

Industry:
Security

Customer Profile:

Queensland Security Solutions (QSS) is committed to providing professional security solutions to residential and commercial clients. The security company has over 10 years of experience and provides a wide array of security services including security dogs, security guards, and mobile patrol officers.

QSS is backed by the very best technology alongside highly trained officers and security personnel. Whether you need a mining or construction site secured, crowd control, college or university campus security, corporate protection, or supervision for an event or party they are able to dispatch the right team for your needs.

Quality management is an integrated part of QSS's operations. Main components of their quality management system that keep them at the top of the industry's best practices are their reporting system, effective scheduling, and transparency.

Software and Services:

- Snap Schedule Premium
- Windows 7

For more Information Call:
800-450-4230
sales@snapschedule.com

The Challenge

Queensland Security Solutions is a large security guard company in Queensland Australia that covers residential and commercial client security services. Started as a small firm, the security company has grown into a large workforce of 87 employees with part-time, full-time, and occasion staff, and at least 26 sites to manage located all over southeast Queensland. Their site coverage needs range from 4-hour shifts, to 24/7/365 operations with some site shifts ranging up to 16 hours.

Vendo Vincent, the Director of Queensland Security Solutions said, “we have to respond right away to our client's needs, and we have to know where all our assets are,” which is a reoccurring issue in the security guard industry. Knowing where their security staff is located, and who is available when is key to being successful especially with such a large territory to manage. When Queensland Security Solutions was a budding company they used Microsoft Excel spreadsheets to create their employee schedules. As they continued to acquiring more locations to cover and increasing the number of security guards on their force, they found it very difficult to manage employee shift schedules and invoicing for their time. “The way we handle invoicing was just too hard to do with Excel,” Vincent explained.

Once the company reached 10 staff, it became clear that Excel was not the right tool for employee scheduling. With Excel, employees were handed the same master schedule and could see where fellow employees were working and the number of shifts and hours allocated to each one. Unable to adequately track shift assignments and shift locations, some staff members were getting more hours than others which lead to frequent employee complaints and high turnover. Vincent knew he needed a new way to handle scheduling his security guards and teams.

The Solution

Vincent was looking for a security guard employee scheduling software that would help him manage his growing number of staff and locations, and also manage company records. Keeping accurate records was incredibly important to operations and precise invoicing. Vincent knew he needed a solution to cope with his growing staff schedules as his previous method became too difficult to utilize. “Excel was too cumbersome when we started to grow. It worked fine for 4 to 6 employees. Once we got up to managing 10 staff it was too hard. It was difficult to ensure we were not overlapping schedules,” Vincent recalled. He started to look for a tool that would allow his scheduling to handle the increased workload of upwards of 3,000 hours per week.

About Business Management Systems

Business Management Systems develops and supports software that optimizes schedules and staff time in every business sector. BMS software streamlines laborious scheduling that consumes thousands of management hours every day.

- **Employee Scheduling Software:** Snap Schedule employee scheduling software drastically shrinks manager and scheduler time. It simplifies creating, modifying, reporting, and publishing employee work schedules. Users earn praise for stretching payroll dollars by more-efficient employee shift scheduling and rostering.
- **Managing Staff Appointments, Billing:** Business Appointment Manager focuses on appointment-based businesses. It reduces time spent scheduling employees, rooms and equipment, then in billing for services and reporting. Those tasks now take minutes or seconds, not hours.
- **Who Is Business Management Systems?** The engineering and software professionals running BMS rocked business software by winning five Microsoft awards for software excellence over four years. Their software products were acquired by the world's largest software company, which still actively markets and expands them.

From this heritage of modern software development excellence, Snap Schedule employee scheduling software and Business Appointment Manager continue to optimize staff scheduling, appointments and management for businesses around the world.

Web site:
<http://www.SnapSchedule.com>

Vincent found Snap Schedule and saw that he could rely on the software for accurate record keeping, handling client questions about who worked where and when, and could use it to back up any client's question about their invoices. He also noticed that Snap Schedule could ensure they sent the right employee to the right job, and were able to allocate staff schedules more evenly. Snap Schedule's features of tracking employee's qualifications, flagging scheduler when an employee's hours were maxed out or if the employee was double booked, and the multitude of auto reporting functions were just what the company needed.

The Benefits

Queensland Security Solutions immediately profited from utilizing Snap Schedule employee scheduling software for their security guard scheduling needs. "Now it is very easy to see how many hours an employee has been assigned, and that the right employee is scheduled," Vincent stated. With Snap Schedule, shift schedules are approved 1 or 2 weeks in advance and distributed to each employee. Instead of one large Excel spread sheet with everyone's schedules on it, employees now receive their own schedules in a familiar and easy to read format.

Both employees and clients are happier due to the change as well. Employee complaints have subsided as comparisons dropped, and Queensland Security Solutions was able to allocate shifts and hours more equitably. Snap Schedule flags the scheduler if they have doubled up a security guard and eliminates errors. The clients are also happier because now Queensland Security Solutions invoices also provide which security guard was on site along with the hours worked. If the clients have any questions Vincent and his team are easily able to reference Snap Schedule records to answer questions about who were scheduled, who worked, and when they were on site. "We link the clients to the timesheets to everything we do," Vincent commented.

He also stated, "When it comes to invoicing we rely on Snap Schedule to keep track of the work that we've done...that in turn helps with how to bill a client. So if there is ever a discrepancy we can verify with Snap Schedule. If a client comes back and disputes a bill, we can always refer to Snap Schedule and see who we had scheduled."

Snap Schedule provided the solution to Queensland Security Solutions in the areas they were looking for help, record keeping and staff scheduling, but they also noted another amazing feature. Vincent stated, "The good thing about Snap Schedule is the reporting. We never miss a job. Snap Schedule gives you one view. You can view where all the workers are located. When you've got 3,000 hours a week it is easy to see everything. With Excel and that many hours it is very hard. Snap Schedule makes it easy to see if I covered every client. With Snap Schedule we've never missed a client. When we finish the rostering we just go through the reporting and make sure we've got a guard on every day, and every site is staffed. That really only takes a couple of minutes to do."

The stability that Snap Schedule has brought to Queensland Security Solutions takes the headache out of employee scheduling and provided a platform to propel the company in a highly competitive industry. Vincent remarked, "Snap Schedule is definitely an essential tool. It adds value to the business. I have a record since 2010. To me Snap Schedule is a competitive advantage."