



GUIDE

How the Right Technology Solution Can Bridge the Gap Between Security and IT



To be as streamlined as possible, organizations need collaboration across departments, and that includes bringing security teams together with IT. New security technology is often seen as the answer, but it can be burdensome to IT teams who must deal with collaboration expectations while facing tight deadlines to implement. Security teams have their concerns about rolling out new technology in the field and how to ramp up their usage to make the most of the solution.

It's the data that comes from the right technology solution that will bring departments together with a comprehensive view of security operations. To foster the right kind of collaboration between security and IT, a solution needs to help improve overall organizational security with accountability while also being a tool that IT can feel confident in.

Let's break down what each department should be looking for in a physical security workforce management solution.

Finding the Right Solution Fit for Your Security Team

These three factors are critical in an effective security workforce management tool for engaging personnel and optimizing performance.

① Real-Time Visibility into Field Operations

Streamline how your teams operate in the field with a comprehensive look at performance to manage personnel more effectively. A workforce management solution should show you where security guards are deployed with site-specific requirements already built in. This saves you time in the dispatching process and ensures that your security teams are completing tasks that align with your client's service level agreements.

With real-time location information, incident reporting becomes much faster and easier with no incident going unnoticed and emergencies being dealt with immediately. This also helps to reduce vulnerabilities and threats for lone workers.

When guards operate independently out in the field, having real-time location information is imperative to keeping lone workers safe. Advanced solutions may offer lone workers additional safety measures like automated check-in notifications and two-way communication to send alerts for dispatching assistance quickly.





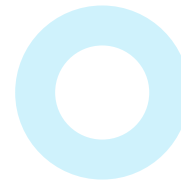
② Empowering Your Security Guards

Your security workforce needs to use a management solution with ease. A tool that enables real-time field reporting will encourage guard usage and elevate incident reporting rather than compiling notes post-incident that might not capture the whole story.

A user-friendly solution that tracks guard productivity would make things simpler out in the field while helping streamline processes. Plus, there's the added benefit of guards being able to reach out if they need assistance in the field with real-time communication channels.

③ Automating Your Reporting

Eliminate the guesswork with data-driven analytics and insights into your security workforce performance. The right solution would offer enhanced collaboration with one shared platform to access all operational data easily. Say goodbye to pen and paper and outdated disparate systems that simply do not offer the level of insight required to run efficient reporting.



Making Things Easier for IT

Now that we've talked about what to look for from a security personnel perspective, it's time to think about how that same technology solution can benefit the IT team without being a cumbersome project to implement and maintain.

Here are three elements to look for in an IT-friendly security workforce management solution.

① No Coding Required

Choosing a software platform that requires extensive coding from your team of developers is not an ideal solution for IT. Instead, look for a solution that can be implemented quickly with no additional support required. This reduces the burden on IT while also freeing up other resources. For smaller organizations, you shouldn't need longer than a few hours to be up and running with the right solution.



② Prioritizes Data Privacy

The data captured in your physical security workforce management platform should be secure and you'll want to work with a solution provider that has the proper data security processes and safeguards in place.

Remember that when you select a software provider, you are entrusting them with sensitive data like client lists, contracts, and employee information. Onsite security guards share real-time GPS locations and incident reports that if placed in the wrong hands could be misused for criminal purposes. Choose a partner that meets data privacy compliance laws like ISO 27001 and CIS Controls to bolster your cybersecurity efforts and keep your data protected.

③ Integrations Made Easy

Depending on the size of your organization and your business goals, you may be looking to scale your physical security platform to pull in different data sources into one comprehensive platform. Look for a solution that allows for easy integration with existing systems and supports an Open API ecosystem to grow with your business. Open API allows for greater functionality and truly integrated workflows while limiting the dependence on IT for development.



A Unified Approach to Security Workforce Management

While IT and security teams have different roles and responsibilities, getting on the same page for a workforce management solution will be of tremendous benefit to both groups. Finding a comprehensive solution that checks all the boxes for both IT and security teams will enhance collaboration, optimize operations, and maximize resources.

Bring your IT and security teams together through the TrackTik solution. We offer easy implementation combined with timely transparency to meet the needs of IT and security teams like yours. Enjoy a cloud-based platform that allows for faster, easier, and more flexible deployment.

Security teams can take advantage of a fully integrated management tool that provides real-time visibility to ensure guard safety and increase accountability out in the field. With TrackTik, you can pull it all together in easy-to-build, custom dashboards to access reporting in minutes that can be shared across departments for increased operational efficiency and improved collaboration.



Reach out today for more information.

tracktik.com | trackforce-valiant-tracktik@tracktik.com | (USA) (888) 454-5606 or (CAN) (514) 312-2870

ABOUT TRACKFORCE VALIANT + TRACKTIK

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