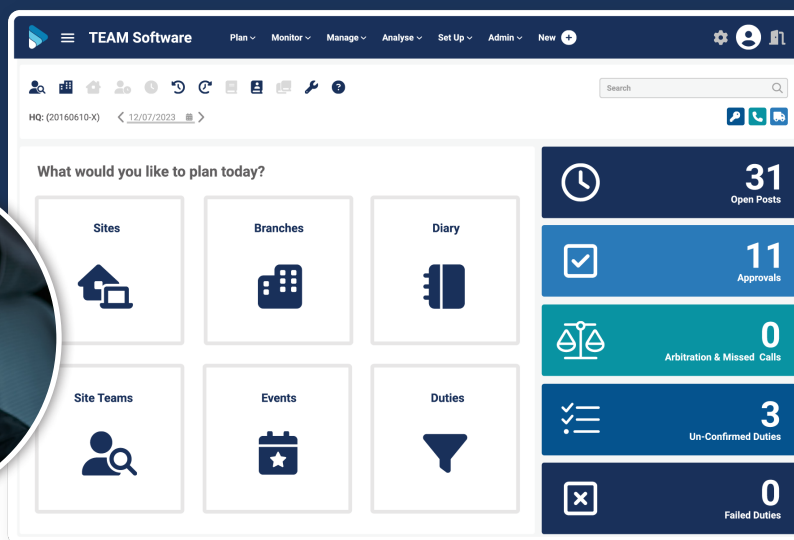


CASE STUDY



Alliance Building Services: Using TEAM Software to Increase Efficiency



ABOUT

ALLIANCE BUILDING SERVICES

Originally founded in 1992, [Alliance Building Services](#) is a security, cleaning and restoration company all rolled into one complete package. This industry leader provides services throughout the New York tri-state region and proudly serves commercial buildings, sports stadiums and rental facilities.

In addition to offering cleaning and physical security services, Alliance specializes in security technology integration, painting, carpet care, pest control, window cleaning, metal/stone restoration and much more. With over 3,000 employees located in the New York City area, their team needed a way to manage both office workers and field employees, which is one of the key reasons they [activated TEAM Software by WorkWave](#).



WINTTEAM

After Alliance gained access to WinTeam, they began using the award-winning ERP solution to save valuable time and energy. “We have a lot of office people and then we have a ton of field people. So, we needed a way to manage both, and [WinTeam](#) gave us that,” said Robert Evans, the Manager of Business Intelligence at Alliance, who is in charge of finding new and better ways to implement more efficient processes for performing day-to-day operations.

Alliance utilizes WinTeam as their core system, housing all the important data that feeds the peripheral applications, eHub, Lighthouse, and Business Intelligence, that are used by the various support teams. The seamless integration creates a unified cohesiveness making the constant flow of data between applications and WinTeam much more efficient and accurate.

BUSINESS INTELLIGENCE

Companies who use WinTeam gain access to the latest in [business intelligence](#) and analytics tools designed to encourage and support more informed business decisions. Alliance and other companies in the security and cleaning industries use these business intelligence tools to create custom reports that can transform disjointed data into valuable insights.

Alliance built a report that tracks how many shifts guards have worked to ensure that employees on the payroll are actually working. This report helps catch fraudulent behavior, such as [ghost employees](#), which are workers who exist on paper but no longer provide services.

“We built a report that tells us the last time an on-call guard worked, allowing us to more accurately track and enforce our 60-day policy. If a guard does not pick up any shifts within a 60-day window, we lay them off with eligibility for rehire. It helps us keep our staff consolidated to only guards who are actively working. That [report] just sends itself out to us on a regular schedule we stipulate,” said Evans.

Alliance also built another report for their Accounts Receivables department to track past-due customer invoices. “We built a custom aging report that only lists invoices that are at least 60 days old, only for specific customers, and only for security services,” said Evans. “Instead of relying solely on existing reports that may not show everything you need to see or may not present the data in a usable manner, with Business Intelligence we built the report the way we need it and scheduled it to automatically run itself.”

“With Business Intelligence we
built the report the way we need it.”



LIGHTHOUSE

With [Lighthouse](#), Alliance was able to more efficiently manage field personnel. From tracking security guard tours to following up on incidents, their supervisors gained access to on-the-spot information to help them decide the best method for resource allocation at each site.

“We have multiple incidents at multiple buildings, so a [supervisor] could spend all day in the field just hitting the different sites – just picking up the different forms and interviewing people. With Lighthouse, they’ll be notified [of an incident] immediately, allowing them to prioritize which sites warrant a physical visit versus a simple phone call,” said Evans. “Lighthouse saves us a tremendous amount of time.”

Overall, Evans estimates that **Lighthouse has cut time in half** when it comes to reporting on incidents and field personnel inspections.



EHUB

When it comes to scheduling, Alliance takes advantage of [eHub](#), an integrated workforce management and self-service portal for employees and customers that’s seamlessly integrated to WinTeam. Alliance uses eHub for communication between the main office and their field personnel.

Taking full advantage of eHub’s Content Manager feature, Alliance posts memorandums, bulletins, and even reference guides and instruction manuals for their field personnel to review and refer to anytime they need. eHub provides a singular application to review their pay stubs and submit requests to be processed by the office administration team.

“Employees can submit time-off requests through eHub which will automatically pull that person out of the schedule, make entries into their Absence Tracker and dock their accrued time calculation of the approved hours in the HR Benefits Tracker. We don’t have to go hunting for them in the schedule, find them, pull them out, etc.,” said Evans. “eHub does it all for us. It gives the field personnel a nice, clean interface to submit their request, and does 90% of the administrative work on the backend.”

“Lighthouse saves us a
tremendous amount of time.”

TEAM SOFTWARE:

ONGOING PRODUCT EDUCATION

Evans appreciates the fact that TEAM offers in-person training events throughout the year, geared at helping clients get the most from their TEAM Software solutions.

“It’s a classroom setting but it’s not like going to college where you’re in this big room of 100 people – it’s much smaller and intimate. The teacher is right up front and more than happy to work one-on-one within the class. And a lot of people asked great questions which led to great conversations,” said Evans, adding that these training opportunities “paid serious dividends.”

To learn more about how TEAM Software can help your business like Alliance, reach out to us for a [demo](#). ■

TEAM Software training opportunities “paid serious dividends.”



TEAM Software by WorkWave develops market-leading solutions for companies powered by distributed workforces, specifically those serving the cleaning, security and facility management sectors. TEAM's technology enables companies to manage and optimize their business, from front-line service delivery to back-office financial management, by providing business-critical information to reduce risk and costs while driving efficiency, profitability and growth. Established in 1989, customers count on TEAM's proven industry expertise, scalable world-class software solutions and exceptional customer experience. For more information, visit teamsoftware.com.