

“Most other providers will offer clients a check point system (after the fact) report of the security guards tour of duty. Well, we go one step further; clients can view security officers online, anywhere, anytime they have an internet connection!”

## Southern Protection Agency



### At-A-Glance

- ▶ Improved accountability of security officers
- ▶ Increased accuracy of security officer payroll
- ▶ Enhanced customer service levels
- ▶ Effective selling point for clients

### Background

Southern Protection Agency is a family owned and operated security company located in Georgia. As a full service security company, they specialize in uniform security, law enforcement and traffic control for their clients throughout the region.

### Situation

Southern Protection was looking for a way to increase the accountability of their field-based security officers. They were using phones to check-in on the officers, but had no way to verify their actual locations or if they completed their rounds appropriately. Southern Protection is a company that places a premium on customer service and wanted to differentiate themselves from their competitors. With hundreds of officers, they needed a tool that could not only solve their problems, but that was easy to use.

### Solution

Southern Protection Agency began using GPS TimeTrack®, a mobile location workforce management solution from Xora, Inc. GPS TimeTrack runs on GPS enabled cell phones and allows security officers to punch in and out of shifts and jobs from the field.

Data captured by the system is available in real-time over the Internet in the form of maps and reports. And because the phones are GPS enabled, Southern Protection can verify that the officers completed their rounds and prove their location at specific times during the day.

The company provides all of our clients with the ability to track their security officers in real time over the Internet by providing them with a login to the Xora system. While most other security providers offer clients a check point system report of the security guards tour of duty after the fact, the real-time access offers Southern Protection's clients piece of mind and gives them a substantial differentiator over the competition.

### Results

Southern Protection Agency has improved the accuracy of their payroll, but the main benefit they have seen is the ability to verify that their officers are completing their hourly rounds as they should be. This not only increased the accountability of the security officers, but it gives their clients the piece of mind that their buildings and properties are being monitored to keep them safe.

Offering clients real-time access to the location of officers has not only increased customer satisfaction, but it has also been an effective selling point for the company and has improved the bottom line.