



i-FM Technology in FM Awards

Category: Communications

Entry: Innovise Software in partnership with Securitas

Product: TimeGate and PASS Software

Technology in FM: An IT driven partnership

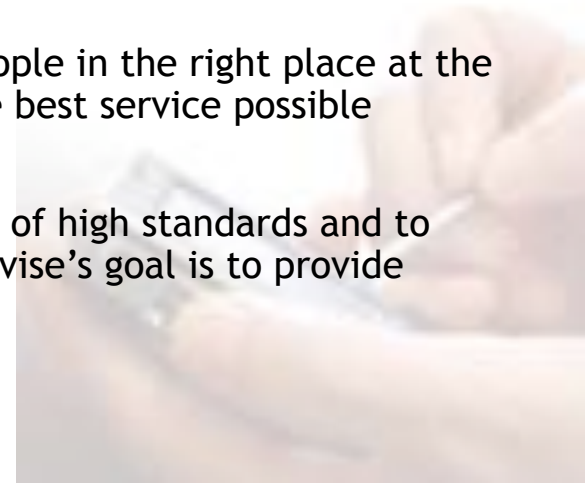


Entry Submission: Innovise working in partnership with Securitas to transform business operations and communications through the effective and innovative use of IT software systems. A detailed explanation of how TimeGate and PASS workforce management software is currently helping to drive huge bottom line savings within the Securitas organisation through the communication and provision of business critical information.

Further information provided on how the two companies are working in unison to develop the software applications in order to push the boundaries of what is achievable in FM through the use of effective IT.

Innovise: Drivers of IT within FM

- The market leaders of Workforce Management and Service Delivery focused software within the FM industry
- Supply 18 of the top 20 UK FM companies as well as 17 of the top 20 UK Security and Manned Guarding Companies
- Deliver IT software and solutions that provide business critical information in order to empower FM companies to make informed management decisions and develop the most cost effective workforce possible
- Believe in helping the FM company ensure they have the right people in the right place at the right time and enabling them to provide their end client with the best service possible
- Working to make processes more efficient, to ensure the delivery of high standards and to guarantee compliance with service level agreements (SLAs), Innovise's goal is to provide technology that will enable a business to realise its full potential
- All software based on providing a business with a substantial ROI



Securitas: Advocates of IT within FM

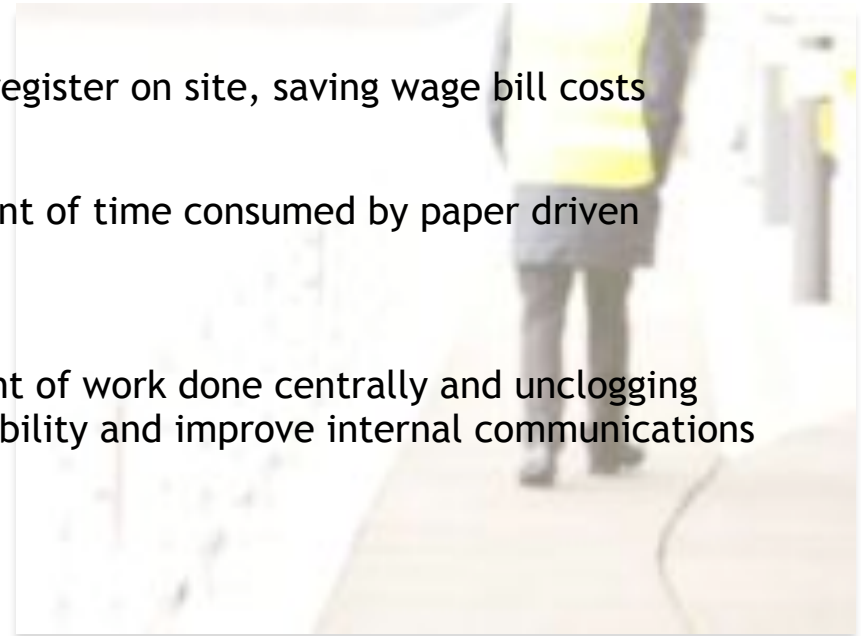
- Securitas believe in providing customised offerings that are suited to the individual customer's needs, in order to deliver the most effective security solutions
- Securitas believe that "value for money" and "quality of service" are the two most important things their customers look for and aim to deliver both. They are strong believers that IT can help them achieve this
- Continually prioritise issues that are closest to their operations, have the largest impact and those that can provide the power to make a change
- Look for the use of IT to help them carry out and deliver a service which is full of integrity, vigilance and helpfulness to their end client
- Believe the key success component and a cornerstone in their business philosophy is knowledge. Securitas understand the part IT software can play in providing this knowledge
- Securitas have built a first class reputation by investing in new technology, and delivering a truly responsive service among the most demanding security end-users
- Currently use Innovise software systems for reporting, communication, logging and verification purposes

TimeGate: Providing Securitas with Complete Control of its workforce

- The leading Workforce Management Software in the Facilities Management industry, TimeGate is used by Securitas to accurately manage staff time and attendance, absence management, staff rostering, proof of presence, travel and subsistence and employee vetting
- Communicating real time data and reporting to Securitas management, TimeGate saves time, reduces cost and maintains the organisation's service delivery
- TimeGate communicates accurate business critical information, immediately alerting Securitas management to any potential gaps in workforce provision
- TimeGate then gives Securitas the foresight to allow contingency plans to be put in place, before the ability to sustain service delivery becomes a problem
- The system is complemented by a range of biometric, RFID, and swipe card devices, that collect and communicate real-time data from security guards regarding time and attendance, lateness, absence and proof of presence
- This then helps the system to provide and communicate detailed information on customers, contracted hours, branches, sites and employees - providing Securitas with much more than a standard clocking in/out (T&A) system

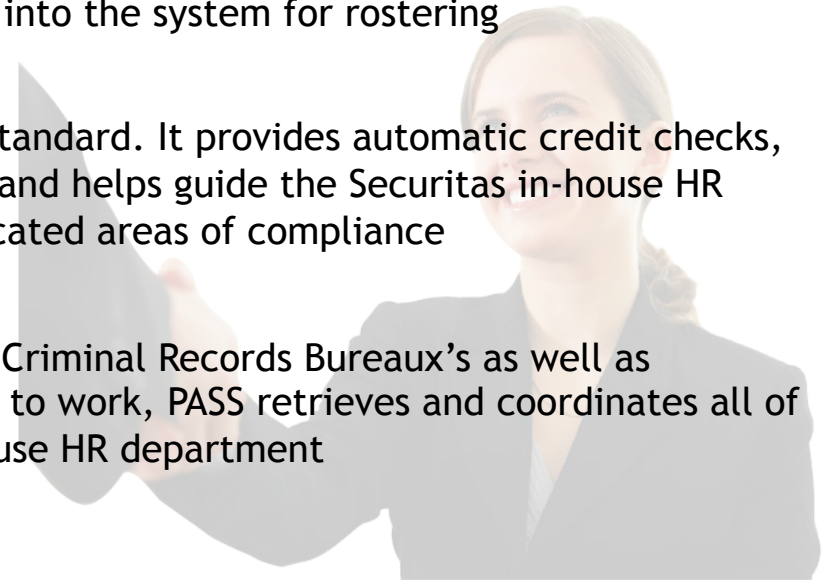
TimeGate: Improving communication within the Securitas Workforce

- The absence management module not only calculates holiday pay, but communicates all relevant Securitas employee absences such as sick pay, maternity pay and any other absences Securitas wishes to monitor
- TimeGate payroll Integration module then uses this detailed information to increase Securitas employee pay accuracy whilst improving the accuracy/speed of invoice generation
- Securitas employees are only paid for the time they register on site, saving wage bill costs
- Helping Securitas to remove overheads and the amount of time consumed by paper driven administration
- TimeGate has helped Securitas in reducing the amount of work done centrally and unclogging administrative build up. This has helped increase visibility and improve internal communications



PASS: Providing Securitas with the right workforce

- Securitas is committed to the Security Industry Authority (SIA) Approved Contractor Scheme and as such it is imperative that the company operates with fully licensed staff
- Innovise's PASS solution is an optional bolt-on TimeGate module. Specifically designed to streamline a company's recruitment procedure through a rigorous vetting and screening process, the additional option has enabled Securitas to ensure that any new security employee is screened against the BS: 7858 standard before being entered into the system for rostering
- PASS automates the screening of staff to meet any standard. It provides automatic credit checks, ID checks, fraud checks and criminal record checks and helps guide the Securitas in-house HR team and the candidate through potentially complicated areas of compliance
- Communicating with Credit Reference Agencies and Criminal Records Bureaux's as well as monitoring statutory matters such as expiry of right to work, PASS retrieves and coordinates all of the evidence required to satisfy the Securitas in-house HR department

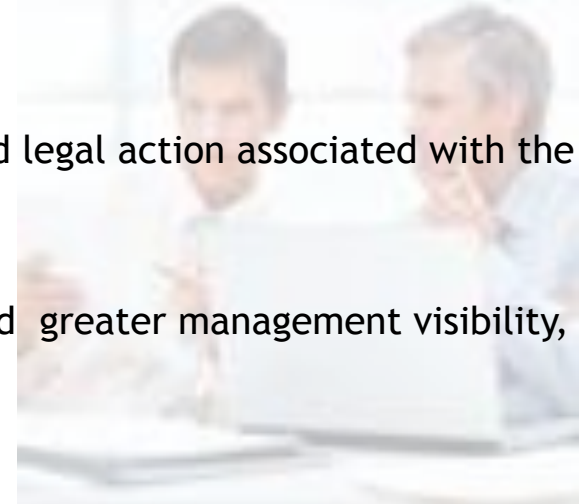


PASS: Helping to build the right Securitas workforce

- PASS provides a customisable platform to be flexible to whatever standards the in-house Securitas team may require and allows each candidate to be screened against multiple security industry specific standards
- Cutting costs, reducing administration and speeding up the entire screening process, PASS provides the organisation with a significant ROI and dispenses with the need for manual internal storage
- Saves time and reduces human error by removing the traditional manual method of employee vetting
- Having ultimate in-house control over recruitment helps Securitas to avoid the £10,000 fine for negligence that could come with an ill-hired employee if it cannot be evidenced that reasonable steps were taken to avoid such an event
- Provides 'workbenches' to accelerate the process and provide Securitas in-house management with an 'at a glance' view of progress
- The Candidate Application Portal improves communication whilst the ePersonal File Creation function provides an electronic filing cabinet for all internal Securitas employee documents

Innovise and Securitas: Working in Unison

- PASS and TG provide advanced Management Information and richer decision making across the whole Securitas business. Securitas employees are now talking about their business and making more informed decisions
- The additional crm4fm functionality provided by Innovise is also driving better communication between Securitas and its clients, providing greater visibility of contracts and relationships
- PASS has enabled Securitas to be assured that its in-house recruitment and vetting processes are aligned with recruitment rules and regulations, statutes and other demands that are specific to the security sector
- PASS helps in protecting the Securitas organisation from fines and legal action associated with the recruitment of an ill-hired employee within a company
- Working together to develop IT solutions in this way has provided greater management visibility, SLA monitoring and a significant return on investment



A results business: What has been achieved?

- Has helped Securitas to reduce the usual high absence and travel/ subsistence costs that a business of this nature usually suffers and helps to reduce instances of time fraud by Securitas employees
- Has given Securitas the ability to manage a remote workforce from a central or dispersed location, in real-time
- Has helped communicate the real time locations of lone workers in line with the Corporate Manslaughter Act 2007
- Has enabled Securitas to simplify planned and un-planned absence management and recording (e.g. holidays, sickness, training)
- PASS has enabled the in-house Securitas HR team to churn out screened candidate profiles on a quick, flexible and reliable basis
- Investing in PASS in-house has helped Securitas trim the excess off recruitment and staff vetting procedures, whilst increasing efficiency, reducing cost and keeping their business compliant
- Has helped drive Securitas towards its vision of becoming a more eco-friendly and sustainable security business

Innovise and Securitas: A Shared Vision

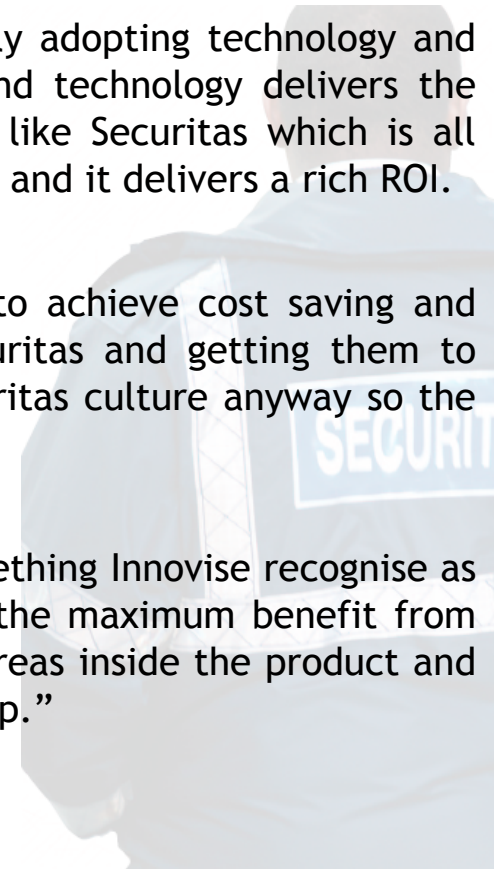
“Innovise has helped Securitas to transform their business by wholly adopting technology and the benefits it can bring. Closely integrating people, processes and technology delivers the ultimate in efficiency and consistency. When you have a business like Securitas which is all about quality of service, this is vital. TimeGate is best of breed in FM and it delivers a rich ROI.

Measured departmentally and organisationally, Securitas continue to achieve cost saving and excellence. Key has been involving the employees/people of Securitas and getting them to embrace the technology as far as they can. This is rich in the Securitas culture anyway so the transition was easy.

Now that they utilise nearly 100% of the solution from Innovise (something Innovise recognise as an achievement in its own right as many businesses fail to obtain the maximum benefit from many systems), we are working on developing new and innovative areas inside the product and around it to continually drive up the benefits of the whole partnership.”

Graeme Hughes

CEO, Innovise Software



Innovise and Securitas: Continuing to push IT capabilities

- Now openly reliant on IT, Securitas are big believers in continuing to invest in IT solutions to help drive their whole business and its enterprise-wide operations forwards
- Huge advocates of the Innovise TimeGate and PASS systems, Securitas are focused on working in partnership with Innovise to develop the applications and share ideas on how to extract further business benefits
- Securitas believe in continuing to invest time and resource into gaining an understanding of how they can 'sweat' the applications in order to maximise them to their full potential and drive the biggest ROI possible
- Securitas believe in pushing the IT software's boundaries in order to investigate its full capabilities and understand what can be achieved by those willing to fully 'buy-in' to the idea of utilising IT within FM