

# A bird's eye view

## How GuardTools enable pro-active security strategies



GuardTools provides an **always-accessible Web Portal** for end-clients. The portal provides search functions, analysis and statistics aggregation. This **simplifies follow-up** of individual events and also **provides strategic overview** of security situations for end-clients. It **helps to spot trends, evaluate actions** and take a **pro-active approach** to security.

### Going digital

GuardTools is an Operational Support System that raises quality amongst guarding companies. Routines and plans are stored and synchronised digitally with GuardTools. This vastly reduces human error. Each patrol carried out with GuardTools generates a set of data, be it photographs of burglaries, time stamped proof-of-presence or numeric inputs. All this data is made available to end-clients through automatic reports and the analytics portal of GuardTools Web.

GuardTools supplies end clients with a rigid framework for routines and documentation, required for those seeking a pro-active approach to security management.

### Wonders with widgets

Each manager can have GuardTools Web customised to instantly present a bird's eye view of areas under their responsibility. Some possibilities are:

- graphing of numerical values collected by patrolling guards such as sprinkler system pressure,
- number of appliances left on last month, counted by floor plan and
- photo gallery with pictures of store fronts captured by the closing patrol.

This up-to-date data available at the fingertips of staff enables an everyday awareness of security issues.

### Event tracking

All relevant security data securely recorded and stored provides end-clients with a detailed, complete and correct audit trail of security issues. Data is securely stored by GuardTools until a formal request for removal is filed. This provides a detailed trail of data that may be useful in investigations carried out years later. GuardTools retains historic data such as:

- guards on duty for specific premises,
- persons found on premises during unusual hours and
- tasks carried out or aborted.

All data has author and time stamp information attached. The data is stored in such a way that it cannot be altered by anyone subsequently.

### Follow up on your decisions

GuardTools provides an excellent tool for identifying problems, finding strategies for tackling them and following up on decisions made. GuardTools Web is designed for providing measurements of key performance indicators. When a change in patrol frequency, addition of extra tasks of other routines is made, managers can turn to GuardTools Web for hard answers; has the changes led to the desired outcome?



### One manager's experience

The University of Gothenburg has used GuardTools for their different properties over a number of years. We asked Leif Bouvin, Security Officer at the university to describe how they use GuardTools Web.

#### What main benefit do you see with GuardTools Web?

*The flexibility of access. During meetings we can easily pull out and analyse data, either for our whole organisation or follow-up certain types of issues we have.*

#### Do you have any advice for new users to GuardTools Web?

*Don't be too cautious initially. Experiment with searches and widgets to explore the possibilities. Since it is not possible to alter or destroy the underlying data, one does not have to worry about making mistakes.*

#### Is there any feature you are especially fond of?

*The photo gallery, with just a quick glimpse I get an overview of what has happened recently.*

# Customised and scheduled reports

## GuardTools automated reporting



Examples of reports sent out by GuardTools

GuardTools **automatically delivers** informative and well-designed reports that are **easy to read** and understand. Reports are **customisable** in terms of content, and to which detail level data is presented. As well as to whom reports are sent and with which distribution frequency.

### Everyone deserves readable reports

GuardTools automatically delivers personalised reports to recipients chosen by the end-client. Report contents typically includes detailed lists of actions performed with deviations clearly marked, relevant photographs taken during patrols and charts showing relevant data, either over time or on a per-location basis. The majority of actions are reported with predefined issue-action templates, ensuring a consistent look. Freetext data is entered digitally, forever eliminating the need of deciphering a hard-to-read handwriting.

### One report per manager

Larger organisations such as hospitals or universities using GuardTools appreciate the possibilities of having customised reports sent out to different location managers. Norwegian hospitals use GuardTools for self-monitoring in their quality assurance procedures, with department managers receiving daily reports of status in cleaning facilities. In Ireland, university managers starts their work day by examining the nightly report of issues related to their specific area of responsibility.

### Charts and graphs

Based on the same graphing components as well-known Microsoft Excel, GuardTools reports contain the necessary data to evaluate how security goals are met and how Key Performance Indicators develop over time.

### Enterprise support

GuardTools is designed with enterprise users in mind. Larger organisations may choose to adopt GuardTools as a central tool for raising quality among multiple security contractors. Even if patrolling is carried out by multiple security companies, reporting and statistics aggregation may still be compiled for the end-client as a whole.

Customers spanning multiple language areas may opt to have reporting personell carryout reporting in their own language. Central administrators receive reports displaying issues and actions in their preferred international language.



## Reports on time

Alan Hansen, Managing Director at Security Services in Norway uses GuardTools to distribute reports to his customers.

### Has GuardTools affected satisfaction amongst your customers?

*Yes, definitely. Customers appreciate having reports delivered on time and in an easy to read format. Although we are a disciplined and structured company, nothing can beat automation.*

### What do you typically include in your reports?

*Each customer has their own needs and desires. That is why we customise the reports to their needs. However, many appreciate getting a list with recent incidents and attached photos.*

### What are the client reactions?

*Customers show a greater understanding of their security environment and become more engaged. With daily reports, they start acting on issues and take pro-active measures.*