REAL-TIME SECURITY WORKFORCE MANAGEMENT

Billing You Can Actually Prove

How verified field data replaces memory-based timesheets — after two years of unprovable hours became a fraud complaint.

THE SITUATION

A security company had billed its largest client — a seven-site property management portfolio — off supervisor timesheets filled out from memory and rounded up. The client never questioned it, for two years. Then new ownership took over and ordered a forensic audit, cross-referencing invoices against access card logs, elevator activity, and camera footage. Average overbilling: 11.4 hours per week per site.

The client demanded $218,000 in repayment. With no way to verify the hours, the dispute turned into a fraud complaint with the state attorney general. The company settled for $195,000, lost the contract, and spent $85,000 more defending the fraud allegation — $280,000 total.

WHAT WENT WRONG

- Invoices were built from memory-based supervisor timesheets
- Hours were rounded up with nothing to verify them
- A forensic audit found 11.4 overbilled hours per week per site
- There was no field data to reconcile invoices against
- An unverifiable pattern looked identical to fraud

THE BUSINESS IMPACT

The client demanded $218,000 in repayment. With no way to verify the hours, the dispute became a fraud complaint with the state attorney general. The company settled for $195,000, lost the contract, and spent $85,000 more defending the allegation — $280,000 total.

BILLING FAILURE	CONSEQUENCE
Memory-based timesheets	**Unverifiable hours**
Rounded-up billing	**11.4 hrs/week overbilled**
Forensic audit	**$218,000 repayment demand**
No way to verify	**State fraud complaint**
Settlement + defense	**$280,000 total**

CASE STUDY 19 · CONTINUED

The InstaNotified™ Solution

InstaNotified records GPS-verified clock-in/out on every shift with no exceptions and generates invoices automatically from verified field data, not memory. That eliminates exposure from memory-based timesheets and makes client-ready time records available on demand.

RESULTS AT A GLANCE

What changed after InstaNotified™

$280K
Total Impact Avoided

GPS
Verified Clock-In/Out

Auto
Invoices from Data

Zero
Memory-Based Timesheets