REAL-TIME SECURITY WORKFORCE MANAGEMENT

Delivering the Standard You Signed

How live SLA tracking holds operations to the contract — after a 90-second promise became an 11-minute reality.

THE SITUATION

A security company won a Jersey City mixed-use development by promising 24/7 coverage at four checkpoints, a 90-second alarm response time, and monthly performance reports — language the owner wrote during the sales pitch and operations never reviewed. Once signed, it became the contract, verbatim.

Nine months later, the client's property manager had been quietly tracking performance independently. Her data: a 61% checkpoint completion rate and an 11-minute median alarm response. She filed a formal breach notice. The client terminated and won a $290,000 settlement — a full contract refund plus the cost of hiring a replacement firm on short notice.

WHAT WENT WRONG

- Sales promised SLAs operations never reviewed
- The pitch language became the contract, verbatim
- No system tracked performance against the commitments
- Checkpoint completion ran at 61%, alarm response at 11 minutes
- The client tracked it independently and filed a breach notice

THE BUSINESS IMPACT

The client's property manager tracked performance independently for nine months — a 61% checkpoint completion rate and an 11-minute median alarm response — then filed a formal breach notice. The client terminated and won a $290,000 settlement: a full contract refund plus the cost of a replacement firm on short notice.

CONTRACT COMMITMENT	WHAT WAS DELIVERED
90-second alarm response	**11-minute median**
24/7 checkpoint coverage	**61% completion rate**
Monthly performance reports	**None produced**
Client tracked it independently	**Formal breach notice**
Termination + settlement	**$290,000**

CASE STUDY 17 · CONTINUED

The InstaNotified™ Solution

InstaNotified tracks live SLA performance against every contractual commitment and generates monthly performance reports automatically from verified field data. Automatic alerts fire the moment performance drops below threshold, and 100% of checkpoint data is verified rather than assembled from memory.

RESULTS AT A GLANCE

What changed after InstaNotified™

$290K
Loss Prevented

Live
SLA Tracking

Auto
Monthly Reports

100%
Verified Data