REAL-TIME SECURITY WORKFORCE MANAGEMENT

Proving You Were There

How tamper-proof digital records turned an unprovable defense into an on-demand export — after paper logs cost a firm $210,000.

THE SITUATION

A Queens security firm protected a commercial warehouse for three years without incident. When a break-in happened on a Thursday night, the client's insurer asked for 30 days of patrol logs, check-in times, and incident reports.

What they got: paper logs with gaps, two nights missing entirely, and one log written in different ink — a dead giveaway of after-the-fact completion. The incident report itself wasn't filed until 14 hours after the break-in. Despite guards actually being present, the company couldn't prove it. The client filed a breach of contract claim, and with no contemporaneous evidence to fight it, the company settled for $210,000.

WHAT WENT WRONG

- Paper patrol logs with gaps — and two nights missing entirely
- One log written in different ink, evidence of after-the-fact completion
- The incident report filed 14 hours after the break-in, not in real time
- No contemporaneous, tamper-proof record of guard presence
- Documentation that couldn't survive an insurer's scrutiny

THE BUSINESS IMPACT

Despite guards actually being on site, the company had no contemporaneous evidence to defend itself. The client filed a breach of contract claim, and with nothing to fight it, the company settled for $210,000 — a loss driven entirely by documentation, not performance.

DOCUMENTATION GAP	CONSEQUENCE
Gaps and two missing nights	**No provable coverage**
Log written in different ink	**Evidence of falsification**
Incident filed 14 hours late	**Not contemporaneous**
Guards present but unprovable	**$210,000 settlement**
Paper-based records	**Fragile under audit**

CASE STUDY 11 · CONTINUED

The InstaNotified™ Solution

InstaNotified captures GPS-verified, timestamped check-ins at every patrol point — automatic and tamper-proof. Incident reports are filed from the guard's phone in real time, averaging under 30 seconds, and digital patrol records are exportable on demand for any date range. Management is notified the instant a patrol point is missed.

RESULTS AT A GLANCE

What changed after InstaNotified™

$210K
Loss Prevented

< 30s
Incident Report Filing

GPS
Tamper-Proof Check-Ins

On Demand
Exportable Records