REAL-TIME SECURITY WORKFORCE MANAGEMENT

Closing the Response Gap

How instant alerts and automatic escalation replace protocol ambiguity — after 34 minutes of silence became a $780,000 judgment.

THE SITUATION

A guard at a Manhattan office building witnessed an altercation in the parking garage at 11:22 PM. He radioed his supervisor twice — no answer. He called his cell — voicemail. Uncertain what to do next, he waited at the scene and tried again 21 minutes later. The supervisor wasn't reached until 11:56 PM. The victim, seriously injured, had gone 34 minutes without medical help.

The victim sued the property owner and the security company for delayed response. Phone records documented the entire gap. The court called the company's response protocol inadequate. Judgment: $780,000.

WHAT WENT WRONG

- The guard couldn't reach his supervisor by radio or cell
- There was no escalation path when the supervisor was unreachable
- Protocol ambiguity left the guard unsure what to do next
- 34 minutes passed before the supervisor was reached
- Phone records documented the entire response gap in court

THE BUSINESS IMPACT

The victim sued the property owner and the security company for delayed response. Phone records documented the entire 34-minute gap, and the court called the company's response protocol inadequate. Judgment: $780,000.

RESPONSE FAILURE	CONSEQUENCE
Supervisor unreachable	**No one alerted**
No escalation path	**34-minute gap**
Protocol ambiguity	**Guard waited at the scene**
Documented delay	**Response ruled inadequate**
Delayed medical help	**$780,000 judgment**

CASE STUDY 16 · CONTINUED

The InstaNotified™ Solution

InstaNotified alerts management in under 30 seconds of any incident report and automatically escalates to the next contact if a supervisor is unreachable. The full response timeline is documented from first report to resolution, and guards face zero protocol ambiguity — they know exactly what to do, every time.

RESULTS AT A GLANCE

What changed after InstaNotified™

$780K Judgment Avoided	**< 30s** Management Alert
Auto Escalation	**Full** Response Timeline