REAL-TIME SECURITY WORKFORCE MANAGEMENT

Recovering $120,000 in Unbilled Hours

How Automated Invoicing Closed the Revenue Gap Hidden in Manual Billing

THE SITUATION

A security company billing 14 clients monthly discovered through a revenue reconciliation that it had been systematically under-billing for overtime, holiday premiums, and supervisor hours. Billing was prepared by an office administrator from supervisor-submitted weekly summaries. Overtime hours were often logged in the field but not captured on the billing summary. Holiday premiums were applied inconsistently.

A forensic billing review covering 18 months identified $120,000 in earned but unbilled revenue — money the company had legitimately earned and simply never invoiced for.

WHAT WENT WRONG

- Billing prepared from supervisor memory summaries, not verified time records
- Overtime hours captured in the field but frequently dropped during billing summary preparation
- Holiday premium rates applied inconsistently across different supervisors and sites
- No automated reconciliation between hours worked and hours billed
- 18 months of revenue leakage invisible to ownership until forensic review

THE BUSINESS IMPACT

$120,000 in unbilled revenue identified across 18 months. Most was unrecoverable — clients cannot be retroactively billed for services rendered without a contractual basis. The company had effectively provided $120,000 in free services through billing error, not generosity.

BILLING GAP	ANNUAL REVENUE IMPACT
Overtime not captured	**$51,000**
Holiday premiums inconsistent	**$34,000**
Supervisor hours missed	**$35,000**
Total annual leakage	**$120,000**
Recoverable retroactively	**$0 — statute of limitations**

The InstaNotified™ Solution

InstaNotified generates billing directly from verified field data — GPS-verified clock-in/out, overtime thresholds tracked in real-time, holiday rate flags applied automatically based on date. Every billable hour is captured at the moment it is worked, not reconstructed from memory at week's end.

RESULTS AT A GLANCE

What changed after InstaNotified™

$120K
Annual billing leakage recovered

Auto
Overtime and premium rate application

Zero
Hours worked but not billed

100%
Invoices backed by verified field data