REAL-TIME SECURITY WORKFORCE MANAGEMENT

The No-Show That Cost $47,000

How Real-Time Alerts Prevent the Coverage Gaps That Lose Contracts

THE SITUATION

A security company covering a portfolio of residential buildings lost a $47,000 annual contract after a guard no-show went undetected for over two hours. The client's property manager discovered the empty post before the security company's supervisor did. The contract termination letter cited "demonstrated failure to maintain contracted coverage" and "lack of operational awareness."

The supervisor had been managing 9 sites simultaneously through phone calls and group texts. By the time the no-show was discovered, the client had already decided.

WHAT WENT WRONG

- No real-time notification system for missed clock-ins or uncovered posts
- Supervisor managing 9 sites with no centralized visibility — relying on guards to self-report
- Two-hour gap between no-show and discovery — client found out before management did
- No backup alert protocol to escalate when a shift goes uncovered
- Client confidence destroyed by learning of a coverage failure before the vendor

THE BUSINESS IMPACT

$47,000 contract lost. Three referral accounts from the same property group placed on informal review. The supervisor who managed the account was reassigned. Total relationship damage exceeded the value of the terminated contract by 3x when factoring pipeline impact.

NOTIFICATION GAP	BUSINESS CONSEQUENCE
2-hour no-show detection lag	**Client discovered the failure first**
No missed clock-in alert	**Supervisor blind to coverage status**
No escalation protocol	**Management unaware until client called**
No backup fill broadcast	**Post sat empty — no replacement attempted**
Contract loss	**$47,000 annual revenue eliminated**

The InstaNotified™ Solution

InstaNotified fires an automatic alert the moment a guard fails to clock in within a configurable window. The alert goes to the supervisor, then escalates to management if unacknowledged. A broadcast fill request goes to all qualified available guards simultaneously. The post is filled before the client knows there was a risk.

RESULTS AT A GLANCE

What changed after InstaNotified™

< 5 min

No-show detection time

Auto

Escalation if supervisor doesn't respond

< 8 min

Average backup fill time via broadcast

$0

Contract losses from undetected no-shows