REAL-TIME SECURITY WORKFORCE MANAGEMENT

180 Guards, Zero Spreadsheets

How Digital Scheduling Eliminated Coverage Conflicts and Recovered $110,000 Annually

THE SITUATION

A security company managing 180 guards across 31 sites ran its scheduling operation through a combination of Excel spreadsheets, text messages, and supervisor memory. Every schedule change required manual updates across multiple files. Double-bookings were discovered at shift start. Coverage conflicts weren't visible until someone didn't show up.

The operations team spent an estimated 22 hours per week on scheduling tasks. Overtime costs ran 23% above industry benchmarks because emergency coverage decisions were made reactively without visibility into who was approaching overtime thresholds.

WHAT WENT WRONG

- Scheduling across 31 sites in disconnected spreadsheets with no conflict detection
- Double-bookings discovered at shift start — too late to resolve cleanly
- 22 hours per week of operations staff time consumed by manual scheduling
- Overtime running 23% above benchmark due to reactive rather than proactive coverage decisions
- No visibility into guard availability across the full roster when filling gaps

THE BUSINESS IMPACT

The company estimated $110,000 in annual losses from excess overtime, scheduling errors requiring emergency coverage, and operations staff time diverted to scheduling administration. Two supervisors spent more time on scheduling than on field oversight.

SCHEDULING PROBLEM	ANNUAL COST
Excess overtime (23% above benchmark)	**$68,000**
Emergency coverage premium costs	**$24,000**
Operations staff scheduling time (22 hrs/wk)	**$18,000**
Total recoverable annual cost	**$110,000**
Scheduling conflicts per month	**14 on average**

The InstaNotified™ Solution

InstaNotified provides a centralized scheduling platform with real-time conflict detection, guard availability tracking, and automated overtime threshold alerts. Schedule changes update instantly across the entire operation. Open shifts broadcast to qualified available guards automatically.

RESULTS AT A GLANCE

What changed after InstaNotified™

$110K
Annual savings recovered

Zero
Double-bookings reaching shift start

< 2 hrs
Weekly scheduling administration time

Live
Overtime threshold visibility