REAL-TIME SECURITY WORKFORCE MANAGEMENT

The Post Nobody Covered

How a staffing gap at a Bronx residential building turned into a $380,000 lawsuit — and nearly ended the company that ran it.

THE SITUATION

A 14-site security company in the Bronx ran its staffing operation entirely through a group text chain and a spreadsheet last updated three weeks prior. When a guard called out sick at 10:45 PM for an overnight post at a residential building, the on-call supervisor spent 47 minutes calling guards individually with no response. The post went uncovered.

At 2:18 AM, a tenant was assaulted in the lobby. The building owner had a contract guaranteeing overnight security. The lobby camera confirmed no guard was present. The security company had no record of the callout, no documentation of the coverage attempt, and no proof a backup protocol existed.

WHAT WENT WRONG

- No formal callout and backup protocol existed in writing
- Staffing gaps were managed reactively — after the fact, not before
- The supervisor had no system to broadcast an emergency fill request
- No timestamped documentation of the coverage attempt was created
- The contract guaranteed coverage but the company had no operational system to enforce it

THE FALLOUT

The tenant sued the building owner. The building owner sued the security company. Settlement: $380,000. The security company's insurance covered $200,000. The remaining $180,000 came out of operating cash — nearly ending the business.

IMPACT AREA	CONSEQUENCE
Civil lawsuit	**$380,000 settlement**
Insurance gap	**$180,000 out-of-pocket**
Contract termination	**14-site client lost immediately**
Pipeline damage	**3 pending contracts withdrawn by referral**
Reputation	**Permanent — public court record**

What Should Have Happened

- A digital callout system that broadcasts to all available guards the moment a shift is at risk
- Timestamped documentation of every coverage attempt — automatic, not manual
- A pre-shift confirmation system so gaps are known hours before the shift, not minutes after
- Written backup protocols acknowledged by every supervisor
- Real-time management alerts when a post is at risk of going uncovered

THE LESSON

> *A staffing gap is not an operational inconvenience.* **It is a liability event the moment it occurs at a contracted post.** *The companies that survive are the ones that close gaps before they open — not after someone gets hurt.*

THE INSTANOTIFIED CONNECTION

InstaNotified eliminates the group text chain and replaces it with a real-time coverage management system. When a guard calls out, the system immediately broadcasts to qualified available guards, timestamps every response, and alerts management if the post remains unfilled past a threshold.

< 8 min	100%	$0	24/7
AVG. FILL TIME WITH BROADCAST	TIMESTAMPED COVERAGE ATTEMPTS	LIABILITY FROM DOCUMENTED GAPS	MANAGEMENT VISIBILITY