REAL-TIME SECURITY WORKFORCE MANAGEMENT

Retiring the Honor System

How GPS-verified presence and randomized checks end the unmonitored clock-in — after a guard billed four months from 14 miles away.

THE SITUATION

A Newark warehouse complex had a guard who figured out the PIN-pad clock-in was never monitored in real time and supervisor visits ran on a predictable three-week rotation. For four months, he had a coworker punch him in, then left within the hour — or never showed at all. It fell apart when a break-in happened on a night he was supposedly on duty. Cameras showed no guard. His phone data, later subpoenaed, placed him 14 miles from the site.

The client sued for breach of contract and fraudulent billing. Four months of falsified shifts totaled $41,600 in billed-but-undelivered service; combined with break-in damages, the total claim hit $630,000. The guard was terminated and prosecuted. The company lost the client and two referral accounts.

WHAT WENT WRONG

- The PIN-pad clock-in was never monitored in real time
- Supervisor visits ran on a predictable three-week rotation
- A coworker punched the guard in for four months
- A break-in exposed an empty post on a 'covered' night
- Subpoenaed phone data placed the guard 14 miles away

THE BUSINESS IMPACT

The client sued for breach of contract and fraudulent billing. Four months of falsified shifts totaled $41,600 in billed-but-undelivered service; combined with break-in damages, the total claim hit $630,000. The guard was terminated and prosecuted, and the company lost the client and two referral accounts.

SUPERVISION GAP	CONSEQUENCE
Unmonitored PIN-pad clock-in	**Presence never verified**
Predictable supervisor rotation	**Gameable schedule**
Buddy punching for 4 months	**$41,600 billed, undelivered**
Empty post during a break-in	**Breach + fraud claim**
Total claim	**$630,000**

CASE STUDY 20 · CONTINUED

The InstaNotified™ Solution

InstaNotified requires GPS-verified check-in that confirms the guard is physically at post, and makes live guard location visible to management — no waiting on supervisor reports. Automatic deviation alerts fire if a guard leaves the assigned area, and supervisor check-ins are randomized and platform-driven instead of running on a predictable schedule.

RESULTS AT A GLANCE

What changed after InstaNotified™

$630K Claim Avoided	**GPS** Verified Presence
Live Guard Location	**Random** Supervisor Checks