REAL-TIME SECURITY WORKFORCE MANAGEMENT

# The Phantom Guard Problem

How Location Verification Eliminated Ghost Shifts and Protected One Company from a $630,000 Lawsuit

## THE SITUATION

A security company discovered that a guard at one of its warehouse sites had been clocking in through a site PIN pad without being physically present. A coworker was punching him in at shift start while the guard worked a second job elsewhere. The arrangement continued for four months.

The deception was discovered when a break-in occurred during one of the guard's scheduled shifts. Camera footage showed no guard present. The PIN pad showed a clock-in. The discrepancy triggered an investigation that uncovered the full pattern.

## WHAT WENT WRONG

- PIN-pad clock-in system with no GPS verification — physically gameable by any coworker on site
- No real-time location visibility for management between supervisor visits
- Supervisor site visits infrequent and on a predictable schedule
- Four months of fraudulent shifts went undetected before an incident exposed them
- Client billed for coverage that was not delivered — fraud and breach of contract exposure

## THE BUSINESS IMPACT

Client filed a breach of contract and fraud claim. Four months of falsified shifts totaled $41,600 in billed-but-undelivered service. Combined with the break-in damages attributed to the unguarded post, the total claim reached $630,000. The company's insurer denied coverage citing billing fraud. Settlement was funded from operating capital.

| TRACKING FAILURE | CONSEQUENCE |
|---|---|
| PIN-pad without GPS | **Ghost shifts possible for anyone** |
| 4 months undetected | **$41,600 in fraudulent billing** |
| No real-time location data | **Management blind between visits** |
| Insurance denial | **Fraud citation — out-of-pocket settlement** |
| Total claim | **$630,000** |

# The InstaNotified™ Solution

InstaNotified requires GPS verification at the post location for every clock-in. Guards cannot record a shift start from anywhere other than the assigned site coordinates. Management sees live guard locations at all times. Deviation from post triggers an automatic alert. The phantom guard problem becomes structurally impossible.

## RESULTS AT A GLANCE

What changed after InstaNotified™

**GPS**
Post-location verified on every clock-in

**Live**
Guard location visible to management

**Alert**
Post deviation detected automatically

**Zero**
Ghost shifts possible in the system