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HOW SECURE IS YOUR SECURITY?

WHO'S WATCHING THE GUARD WHO SECURES THE BUILDING?

Security management has become increasingly complex as business owners seek more holistic facilities management, which can do much more than protect the physical assets from criminals or terrorists.

As the world security services market is expected to grow further to $220 billion by 2015, security providers worldwide are struggling to meet intense demands of clients while juggling with their own peculiar needs related to handling security guards.

The future of the industry rests on increasingly smarter solutions which can handle these key challenges: an ageing workforce; ability to manage a diverse manpower pool that includes part-timers; smarter hiring practices; real-time scheduling and measurement of man-hours and costs; and training and leadership development.

Incredibly, the many advances in enterprise IT have ignored or failed to address these peculiar needs of security agencies and facilities managers. Cookie-cutter ERP and HR solutions simply don't work. And yet, demands from clients are increasing even as many security providers consolidate to achieve economies of scale.

The securities industry needs an IT solution that can integrate an entire spectrum of on-site/off-site operations.

- **How are guards allocated and checked on their performance and punctuality?**

- **How man-hours tracked, what salaries were paid and what was billed to the client?**

- **How can Google Maps tell me where each guard is at any time?**

- **More importantly, how can decision makers derive business insights to give themselves a better competitive edge?**

THE ANSWER LIES IN AUTOMATION :

Operational Automation: Ramco's solution helps companies in effectively managing the Operations activities which includes,

- Multiple types of contracts for various engagement models in the industry

- Identification of employees available for deployment based on Skills and work locality

- Real time information on availability of contracted workforce at site, enabling companies to send replacement for absentees thus arresting revenue leakage

- Manage the end to end guarding operation:
    - Hiring of appropriate resources
    - Provide Training to Resources
    - Deployment Resources at the site
    - Transfer between different customer sites
    - Process remuneration for the resources

- Assignment of employees to a given customer site where service is to be rendered

- Manage shift timings, manpower details, training requirement, inventory requirement and precautionary details

- Record on site training provided to the resources for a particular assignment and site level reward programmes ensure high morale

- Monitor quality of service provided to the customer and this can be enforced as a process

- Incident / theft / complaint reporting by the customer on any assignment

- Perform investigation and report investigation details against a complaint launched by the customer

- Automatic invoice generation based on the contract and actual parameters based reducing the typical invoicing TAT drastically.

- Continuous monitoring of customer satisfaction levels for a given assignment.

- Customer Portal for attendance approval on regular basis and email based automatic approvals of attendance.

Sales Automation: Ramco's solution helps companies in effectively managing the sales activities which includes:

- Receipt of RFQs from prospective customers for service

- Performing site assessment in the area where the service is to be rendered

- Creation of estimates for the service

- Creation of Service Contracts based on the estimates created

- Define billing exclusions that is referred during invoice generation

Ramco Systems, with its suite of proven and simple-to-use applications, offers a solution that connects each worker's mobile phone to the cloud, enabling managers to deploy and manage workers much more intelligently and intuitively. At the C-suite senior managers can derive business insights, which can monitor the entire workforce instantaneously, predict and plan for manpower needs and analyses costs and profits – all on mobile devices.

Ramco offers an end to end solution for managing the operations of companies that provide security services. The solution enables customers to manage its resources most efficiently and at the same time helps in monitoring and managing the service execution in accordance with the contract. The solution covers the pre-deployment, deployment, post deployment, customer relationship management and billing business functions which are performed by organizations in this line of business.

Business Value of Ramco ERP for Security Services Industry:

- Better control on project costs and schedules through information on order billing and collection status has been resulted

- Profitability can be calculated both at Site level and Employee level to have a granular control over Cost Management

- With accessibility to real time information, Ramco SRP can boost an organization's ability to hire, train and retain workforce, implement projects efficiently, manage finances comprehensively and provide superior customer service levels

- Unmatched Mobility powered with context aware analytics

- The revolutionary concept of Hub based design to handle all the user needs of a process through single interface

- Consolidated customer level information across multiple contracts of the customer helps to stay on top of the relationship

Ramco's product offering comprises of business functions such as Sales, Purchase, Inventory, Fixed Assets, Accounts Receivable, Accounts Payable, General Ledger, Human Capital Management and Payroll, all of which are seamlessly integrated with one another.

Conclusion

Selecting the right ERP for a Security Services Industry requires a structured approach. An ERP built for Product-centric Manufacturing business cannot be force fit to work for a People/ Project-centric Security business. Thorough analysis of your business needs is the first step to ensure a successful journey in ERP success.

Ask good questions. Review vendor functionality. And plan for success!

Customer Speak

With 22,000+ workforce, catering to more than 800 business-to-business customers nationwide, Dusters Total Solutions (DTSS) is one of India's largest Facility Management services provider across industry verticals. The company was growing rapidly and needed an integrated solution which can automate its processes. DTSS business needs were to enhance its MIS, bring in control mechanisms and also consolidate data. Having implemented Ramco ERP, DTSS has seen a host of benefits.

“ Ramco ERP has eliminated the operational/data redundancies, enhanced the flow of information, enabled cost optimization and significantly improved productivity and efficiency.
- Mr. Brendon Pereira, VP,
Corporate Planning & IT,
Dusters Total Solutions

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