

Security Guard Scheduling and Accurate Payroll

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Peggy Price, Vice President, Florida State Security

The Challenge

Florida State Security serves and patrols many types of sites; including office buildings, gated communities, commercial sites, and remote sites. Each of these locations has its own shift schedule ranging from 24/7 access control and patrol service to short shift schedules. Vice President Peggy Price is responsible for handling all of the scheduling for each of these sites and making individual schedules for between 40 to 80 security officers.

Schedules are a critical component of Florida State Security's operations. Each employee needs to be able to see their own schedule and the sites to which they are assigned for the week. Management needs a master schedule to see all employees at any given site, as well as the employee's individual schedule. Given the diversity of site requirements and the skill levels of each employee working at various locations, finding a way to manage all this information accurately and efficiently was no easy task.

In addition to making sure all shifts are covered and all sites are staffed with individuals who are properly trained for a particular site, Price also has the added responsibility of handling payroll. Handling payroll through Excel spread sheets was cumbersome and faulty. “With the Excel spread sheets you have mistakes. When we were doing the payroll through those spread sheets, we encountered 2 to 3 mistakes on just about every payroll which then had to be corrected; taking up valuable time. I don't ever want my people coming back to me saying you made a mistake on my payroll.” Knowing that payroll errors can negatively affect employees, Price sought out a better solution that can take data from each employee's work schedules and automatically filter it through to payroll processing, eliminating double entry and mistakes.

The Solution

Peggy researched a variety of different solutions, searching for the one that would combine all of the features that she would need to properly address her wide range of responsibilities. “Of all the other programs I looked at I wasn't able to have both (master schedule and employee schedule view) views. It also gave me the ability to build my sites exactly how I wanted to see them,” Peggy stated.

Customer:
Florida State Security

Web Site:
<http://www.flstatesecurity.com>

Industry:
Security

Customer Profile:

Florida State Security has been locally owned and operated in Palm Beach County since 1996. They are a state licensed and insured security guard force company specializing in high quality access control and patrol services.

Florida State Security's strong commitment to local management has enabled them to establish a high level of professional leadership for their workforce which translates into the type of service expected from discerning clients in the South Florida market.

From overnight security patrol and community rule enforcement; to access control of your community, industrial facility, construction site or Class A office building, Florida State Security can develop a security program to fit your requirements.

Software and Services:

- Snap Schedule™ Premium Employee Scheduling Software
- Windows 10
- Windows 7

For more Information Call:
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About Business Management Systems

Business Management Systems develops and supports software that optimizes schedules and staff time in every business sector. BMS software streamlines laborious scheduling that consumes thousands of management hours every day.

- **Employee Scheduling Software:** Snap Schedule employee scheduling software drastically shrinks manager and scheduler time. It simplifies creating, modifying, reporting, and publishing employee work schedules. Users earn praise for stretching payroll dollars by more-efficient employee shift scheduling and rostering.
- **Managing Staff Appointments, Billing:** Business Appointment Manager focuses on appointment-based businesses. It reduces time spent scheduling employees, rooms and equipment, then in billing for services and reporting. Those tasks now take minutes or seconds, not hours.
- **Who Is Business Management Systems?** The engineering and software professionals running BMS rocked business software by winning five Microsoft awards for software excellence over four years. Their software products were acquired by the world's largest software company, which still actively markets and expands them.

From this heritage of modern software development excellence, Snap Schedule employee scheduling software and Business Appointment Manager continue to optimize staff scheduling, appointments and management for businesses around the world.

Web site:
<http://www.SnapSchedule.com>

Mitch Price, President of Florida State Security, also weighed in on what attracted him to Snap Schedule. "We looked at a lot of different scheduling software. All of it just seemed so convoluted and complicated. The simplicity of Snap Schedule was a big selling point for us. The most important thing for me from an operations standpoint was being able to reconcile the employee hours with the master schedule...The ease with which you can go back and forth between the master schedule and a particular employee schedule was critical in our decision making process. It helps you analyze a situation far more quickly—especially with last minute call offs."

The Benefits

Snap Schedule's ease of use and flexibility benefit managers and employees alike. "The first thing that attracted me to the software was the layout. I was able to layout my scheduling how I needed to see it. Because we work by site, I was able to layout each of my sites. Then I was able to have the employee view so I could see where all of my employees were at any given time...then we discovered that we could email our schedules out to our employees," Peggy commented.

Keeping overtime down and avoiding scheduling mistakes are crucial to any security protection company. Snap Schedule automatically computes and displays regular and overtime costs, shift premium pays, and flags any scheduling conflict right on the schedule views. "It allows you to go back and forth, look at the employee in relation to the master schedule, and choose the right employee for the right shift. Not only for training purposes, but in best utilizing that employee to keep down overtime," Mitch said.

Many of Florida State Security's employees move around and change addresses. This can make it difficult for them to receive license renewal notices from the State of Florida. Snap Schedule helps ensure employee qualifications are up to date by keeping required license expiration dates for all employees, and alerts managers when it is time to renew. "So, I definitely use [the license tracking] feature. It's a very valuable feature," said Peggy.

As a company that strives to provide its customers with the highest level of service, Florida State Security is diligent about improving employee performance. Snap Schedule provides helpful metrics that can give managers data to assess candidates and provide helpful feedback. "I do utilize the reports - they are very valuable," Peggy stated. "Say I have a person that is chronically late...because I'm tracking this person's tardy [clock ins] let's say he's been tardy for two weeks, we write him up. We need to be able to document his time off."

Peggy also noted the large amount of time she saved dealing with payroll. "My payroll used to take about 3 to 4 hours using spread sheets to compile. Now it takes me about 20 minutes...Between my payroll and some of my operations it saves about 6 hours a week because it takes care of so many different things for me." Peggy now has more time to focus on her many other responsibilities within the company. She also noticed increased precision, "Snap Schedule has helped me maintain about 99% accuracy."