CUSTOMER
CASE STUDY

GABKOTECH
INNOVATIONS

Customer-at-a-glance

Security Enforcer Pte Ltd

Website:
https://www.securityenforcer.com.sg

Industry: Condominiums, Industrial premises, Factories and Warehouses

Gabkotech Innovations customer : Since 2018

Background: Established since 1999, Security Enforcer is a licensed security guard agency providing a wide range of security services, with focus on condominiums and industrial premises such as factories and warehouses.

"Gabkotech's ease of use and deployment, and great support services really made up for what was lacking with our previous systems and vendor. The implementation of the iREP Security suite and HR payroll solution helped to automate HR processes such as attendance taking and leave taking, which increased accuracy and minimised human error.

We were pleased with the implementation as it not only improved our overall operational efficiency, but also resulted in cost savings for us through the better use of dedicated manpower and resources. We no longer needed to keep physical logbooks, stationary and files, friendly as we become digitalised and paperless."

EUGENE TAN
Managing Director, Security Enforcer

Many of its management staff are ex-Army or ex-Police officers with substantial years of security experience. Its security personnel are also either graduates of the National Skills Recognition System (NSRS), Workforce Skills Qualifications (WSQ) or former regulars of the Singapore Army or Police whose experiences exempt them from the requirement of NSRS or WSQ courses. Security Enforcer believes in going the extra mile to serve and secure its customers effectively. One of the agency's strengths lies in Zero-Gap deployment, with a system in place to ensure there is no shortage of security officers being deployed on any day.

Technology Solution

Security Enforcer kickstarted its digital transformation journey with the rollout of Gabkotech's iREP Security suite of security and productivity solutions.

Gabkotech Innovations understood the importance of having an integrated system that could consolidate information and support daily operations, especially for small and medium sized enterprises (SMEs). As a SME itself, Gabkotech was able to identify with challenges and issues that Security Enforcer had to go through, and customise iREP Security accordingly to meet its needs.

iREP Security deploys the latest mobile technologies including global positioning system (GPS) tracking, near-field communication (NFC) and live image capture, which security officers can use to check visitors in at designated locations and perform incident reporting, without the use of pen and paper.

Managers no longer have to check in physically on employee presence – guards can clock in by just waving their allocated NFC-enabled devices at designated checkpoints. In case of any incident, the guard's current location can be easily traced, and more on-duty guards can be dispatched quickly for assistance if required. Live image capture lets security guards capture the incident scene and communicate with the central team in real-time.

With just a single integrated device, an incident report can be generated immediately with an image, time and place. Subsequent details can be reported through a pre-templatized form with checking boxes and pre-filled sections, preventing any human error or foul play.

The payroll and HR features help store attendance information on web-based cloud, allowing the HR team to directly calculate monthly pay slips easily. All pay slips can even be accessed and viewed via a mobile application by the employees.

Employee information, training, leaves, benefits and even training progress is stored on the cloud, and can ne accessed and viewed easily anywhere.

Clear digital records eliminate payroll disputes and can help with adhering to manpower regulations. The system can even alert management on staff progression and track record for promotion, boosting employee satisfaction and retention rate.

To Find Out More About **Gabkotech Innovations**
Call (65) 6684 4419 Email: info@gabkotech.com
www.gabkotech.com

Business Challenge

Security Enforcer's old system had very limited functions, and it relied heavily on manual processes like writing, bookkeeping and filing for day-to-day operations and incident reporting. Not only was that tedious, it also led to issues such as illegible handwriting, incomplete information and misplaced records.

Scheduling of guards was also done manually, and managers would have to call if they wanted to check if guards had arrived at the site or otherwise. Attendance and leave taking were performed manually, making tracking of individual employee's clocking, leaves or even pay slips time consuming and error inducing as the recorded information was unreliable or not consolidated.

Security Enforcer looked to implement a new system that could digitalise its day-to-day processes by automating routine operations, and reducing human error and improving the accuracy of data collection and storage.

Business Result

Since the deployment of iREP Security, Security Enforcer no longer needs to deal with employee payroll disputes. The HR department is able to easily calculate, generate and issue monthly pay slips with minimal or no error.

Security professionals realise their good performance at work is duly noticed and can be rewarded, and are thus more motivated than before to excel at their duties. The safety of guards is also ensured as their position can be traced. Any action that strays from the standard procedure can be easily traced and investigated.

When there are potential incident scenarios, response rate is highly increased due to faster communication and information processing. Incident reporting is also error free and faster – the entire process now only takes 10 minutes with iREP Security, compared to 30 minutes without it before. Customer satisfaction has improved exponentially as a result.

Above all, the streamlined, automated processes mean security guards and professionals are now free from doing all the manual tasks by hand, and are able to better allocate their time for other important tasks.