Connecting All Workforce Operations with One Comprehensive Solution

Trackforce Valiant helps security company reducing costs and saving time by using only one platform to every requirement.

About Castle Management

Castle Management is a property management company located in the D.C. area that manages 800 residential units with over 2,000 residents and visitors per day.

The Issue

Before being introduced to Trackforce Valiant, Castle Management was using a different application that did not fully meet the requirements needed for a workforce management system.

"The previous application was not seamless. We didn't have the ability to add pictures if we needed to, and it could only be used at one site. We needed a complete mobile solution not only for our guards but for our maintenance technicians as well," explained Lorenzo Johnson the Operations Project Coordinator and HR Representative at Castle Management.

How Trackforce Valiant Helped

When Castle Management first began using Trackforce Valiant in 2015, it was only used by their security guards to track incidents. Security guards were able to report and track issues concerning property damage. Castle Management soon realized they could do more with Trackforce Valiant's platform and expanded the solution to incorporate the repair and maintenance team. Having everyone use the same system has significantly improved communication, repair time and collaboration amongst the various teams.

> "We use Trackforce Valiant for everything. There is a significant reduction in cost, and we save time by not having to use multiple systems for different departments."

Lorenzo Johnson
Operations Project Coordinator
& HR Representative

Along with the collaboration between security and maintenance, Castle Management was able to utilize Trackforce Valiant during a civil case. Castle Management had to prove proper security and patrol procedures for a specific area. Trackforce helped by allowing Castle Management to generate log reports related to the complaint and use geo-locations to prove the location of their guards. Using data and reports fully showed audited and time-stamped tours. Castle Management had the civil case thrown out.

The Results

Castle Management was extremely happy with Trackforce Valiant and its deployment. They are now able to use a system that includes their guards, janitorial services, inspectors, and maintenance. All personnel can stay connected and informed on one central system. "We are happy with Trackforce Valiant because we are able to do what we want to do. It's easy to use but highly configurable. We use Trackforce Valiant for everything. There is a significant reduction in cost, and we save time by not having to use multiple systems for different departments," says Johnson.

About Trackforce Valiant

Trackforce Valiant offers the most comprehensive security management software solution that makes it easy to track, monitor and analyze security operations in real-time. From incident and activity reporting to visitor management, Trackforce Valiant's software platform is completely customizable and easy-to-deploy. Companies can increase productivity and build trust with stakeholders while reducing costs and risk. We work as a team with each client to meet their unique needs. That is why more than 20,000 companies in 45 different countries partner with Trackforce Valiant to optimize their security operations and manage their workforce.

---

trackforce VALIANT

Learn More at trackforce.com or Contact Us For A Free Demo

sales@trackforce.com

trackforce.com

North America (USA & Canada)
San Diego, CA & Philadelphia, PA:
+1 (845) 474 0033

Europe & Middle East
Paris: +33 (0)1 53 66 17 40
London: +44 (0)203 900 4163
Madrid: +34 91 269 20 70

Latin America
Mexico City: +52 (55) 8526 6161

South Africa
Johannesburg: +27 61 473 6809

Russia
Moscow: +7 495 625 28 46