INTER-CON SECURITY

trackforce VALIANT

CASE STUDY

Taking Embassy Security to the Next Level with an Easy-to-Use App

Trackforce helped the company that provides security services to the U.S. Embassy in Mexico City increase guard productivity including patrols, visitor management, and paperless reporting.

Doing Security The Old Way

Inter-Con, an international security company, has been providing security services to the U.S. Embassy in Mexico City for over 30 years. Inter-con selected Trackforce Valiant to verify guard tours, manage visitors and create detailed reports. Inter-Con was charged to rejuvenate the embassy's security and solve the following objectives:

1. Modernize guard tour system to be able to monitor guards better and hold them accountable
2. Retire paper logbooks to streamline visitor management allowing the U.S. Embassy real-time access to visitor lists
3. Simplify reporting to ensure that guard reports are submitted promptly and complete
4. Lastly, the new system needed to be easy-to-use and not require any technical pre-requisites

Making the Shift to Trackforce Valiant

Inter-Con selected m-Post to meet the embassy's objectives. m-Post is Trackforce Valiant's mobile app built with security guards in mind to increase their productivity and accountability. m-Post enabled Inter-Con to address the embassy's four objectives with a single app.

With Trackforce Valiant, the security operations team has insight into minute by minute guard activity to hold accountability and easily share critical updates to the embassy's security team. Guards can create and submit reports automatically allowing

> "Trackforce Valiant is very user-friendly, unlike the system we were using before. We like that our guards didn't need to be experts using mobile apps to understand how to use m-Post."

Alejandro Flores Romero
Operational Manager and Assistant Project Manager for the client, U.S. Embassy

them to focus more on the safety of the visitors and personnel, rather than filling out reports. Trackforce Valiant has let Inter-Con get rid of paper reports so they can deliver accurate data to the U.S. Embassy. Everything is doable using a mobile app that any guard can easily adapt to and a dashboard keeps operations and embassy security personnel up to date. "Once we implemented Trackforce Valiant, it was a lot easier! We find it to be easy to use and it gives very detailed information to keep our client satisfied and happy," stated Alejandro Flores Romero.

The Key Benefits

When guards are armed with m-Post, Trackforce Valiant's software tracks and generates the metrics in real time, which increases transparency. Operations managers can make effective security decisions, improve efficiency and manage more sites while maintaining a high standard of service.

» **No more paper reports**— Trackforce Valiant makes it easy for guards to complete incident and activity reports in real time using a mobile app. Reports are automatically sent to supervisors for sign off or follow up

» **Better visitor management**— Guards can register all visitors online eliminating the need for a paper logbook. Thanks to real-time access, unwanted visitors are instantly identified making it easier for guards to keep them off-site

» **More efficient tours**— Guards are prompted when to scan NFC checkpoints from their mobile device. Real-time updates sent to the central system means that managers never miss a thing

About Trackforce Valiant

Trackforce Valiant offers an advanced workforce management platform to increase workforce accountability, improve operational efficiency and enable better communication between all stakeholders. Our extensive knowledge of the security industry coupled with our skilled software development team enabled us to build a system capable of addressing all our clients' physical security needs and concerns. Our applications require minimal computer skills, ensuring quick user adoption. With the help of Trackforce Valiant, over 20,000 organizations from around the globe have optimized their security operations.

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

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