

# SmartTask for Mobile Operations

SmartTask's new Mobile Operations module was designed and built in collaboration with the UK security sector. Mobile Operations provides all the tools necessary for both the control room and officers for mobile patrols, alarm response and Keyholding services as part of our flexible workforce management system.

## Be more efficient, provide better customer service and demonstrate BS7984 compliance

- Easy to use so quick to roll out.
- See if officers are falling behind or need help through Real Time Reporting.
- Instantly flex Runsheets and delegate alarm responses.
- Remove admin tasks with Reports automatically sent straight to your customers.
- No more paper so no more missing reports.
- Auto-invoicing integration ensures you're paid for the services you deliver.
- Improved data protection with secure mobile access to Assignment Instructions.
- Simple to deploy, works on Apple or Android Smartphones.
- Key register shows current location of keys.
- Provides keys audit and late key return alerts.



## Mobile patrols

Quickly schedule and plan client commitments with Runsheets detailing locks/unlocks, void property inspections and check-point patrols before sending them to an app on your officers' phones. Your control room is automatically updated in real-time with progress and notified of check call status. Easily reassign jobs/activities, add site notes as well as assignment instructions. Efficiently process jobs with invoicing and payroll integration.

## Alarm Response

Easily find the location, create the call-out and dispatch it to the right officer. Officers get the job details, navigation instructions and access to the site's assignment instructions & notes in the app on their phone. Once onsite they use electronic forms to take photographs, capture any information needed and submit it all in real-time. Effortlessly record and report on SLAs with the automatic dispatch timer on alarm responses.

## Keyholding

SmartTask helps manage Keyholding services in line with BS7984-3 2020. Covering the full lifecycle of key management from initial receipt to disposal. Book keys onto the system, track their seal numbers, location and sign keys in and out to create an audit trail.

- Stores audit trail of all key movements
- Report on current location for keys
- Late key return alerts
- Integrated with Alarm Response dispatch

| Key Number | Key Seal | Current Location | Employee Name | Web User        | Date              | Keys Returned | Keys Expected Return D. |
|------------|----------|------------------|---------------|-----------------|-------------------|---------------|-------------------------|
| 123456     | LK7TG    | In Storage       |               | Skilweb Skilweb | 08 Jan 2021 15:44 |               |                         |
| 234567     | Unsealed | Outfit           | Bob Jones     | Skilweb Skilweb | 07 Jan 2021 15:28 |               | 07 Jan 2021 22:52       |
| 567890     | JH7Y1    | In Storage       |               | Skilweb Skilweb | 08 Jan 2021 15:41 |               |                         |
| 890123     | KL777    | In Storage       |               | Skilweb Skilweb | 07 Jan 2021 15:29 |               |                         |

  

| Date              | Key Seal | Current Location | Employee Name | Web User        | Purpose                               |
|-------------------|----------|------------------|---------------|-----------------|---------------------------------------|
| 08 Jan 2021 15:44 | LK7TG    | In Storage       |               | Skilweb Skilweb | Keys confirmed as returned to storage |
| 08 Jan 2021 15:44 | LK7TG    | Returned         |               | Skilweb Skilweb | Returned                              |
| 08 Jan 2021 15:42 | Unsealed | Alarm Response   | George Jones  | Skilweb Skilweb | Keys confirmed as returned to storage |



For further information please visit [www.smarttask.co.uk](http://www.smarttask.co.uk), call 01494 444044 or email us at: [tellmemore@smarttask.co.uk](mailto:tellmemore@smarttask.co.uk)

# SmartTask for Mobile Operations

## Client Focus - City Security Services

City Security, the bespoke security solutions specialist, has around 650 officers handling a wide range of services at over 100 sites across London and the home-counties. They identified a number of areas for modernisation in the practices and procedures around mobile patrols e.g. being too reliant on paperwork, phone calls and spreadsheets, leading to disjointed processes, mislaid forms and missed opportunities to invoice. City Security now use the new Mobile Operations module from SmartTask, which integrates seamlessly with the existing time and attendance and static patrol modules, to better manage their mobile services



*“Before we used SmartTask Mobile Operations, many of our processes were manual. The new SmartTask module enables us to **complete a whole range of tasks much more efficiently** – everything now goes through the app. Officers receive their run-sheets on the app, and the control room can see exactly what is happening on the ground in real time. No lost paperwork or rekeying is required, and invoices are automatically generated for each alarm response, so none are missed. **With SmartTask Mobile Operations we are saving at least an hour a day in admin time, and feedback from officers in the field is good. Our Controllers really like the new solution as it streamlines processes, gives greater visibility, and provides better management capabilities, meaning that we can deliver a superior customer service. We expect SmartTask Mobile Operations to be instrumental in helping us to win more business as it enables us to provide a better, more detailed level of customer service.**”* **Cara Clarke, City Security.**

## Benefits

- Remove the paperwork
- Improves efficiency
- Ensure client commitments are met
- Mobile team has the right information first time every time
- Detailed and accurate information recording
- Measure KPI fulfilment
- Improved Customer service
- Fully integrated with payroll and billing
- Demonstrate compliance with BS7984



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For further information please visit [www.smarttask.co.uk](http://www.smarttask.co.uk), call 01494 444044 or email us at: [tellmemore@smarttask.co.uk](mailto:tellmemore@smarttask.co.uk)