The partnership approach taken by SmartTask has ensured that the support that we have received has been excellent. The software was easy to configure to our requirements and we now have more efficient operations, improved response. The fact that it is a modular system means that it will support us as the business grows and diversifies."

Michael O'Sullivan, Group Business Systems and Compliance Director, Assist Security Group

About SmartTask

With 20+ years experience, SmartTask has a strong track record of creating leading-edge, UK developed, supported and focused, mobile workforce solutions designed specifically for the Security industry.

The company has ISO27001 accreditation and is a Certified Carbon Neutral business. Based in Buckinghamshire.

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ASSIST
SECURITY GROUP

Assist Security Group

Streamlines Operations And Benefits From Workforce Efficiencies And Cost Savings Using SmartTask

smarttask®
a carbon neutral business

SmartTask Software Optimises Working Processes, Improving Performance, Response Times And Providing Accurate Payroll

- More efficient processes result in improved service delivery
- Easy to use interface improves communication for faster response
- Optimised allocation of resources contributes to cost savings
- Integration with accounting systems reduces errors and improves payroll accuracy
- Partnership approach to understand business key requirements ensures fast time to value

"The SmartTask workforce management solution provides us with everything we need to support our business. From resource planning, managing and reporting on operations to communicating with officers, it is a fully comprehensive solution designed for the security industry. It was easy to deploy and the SmartTask Engage App allowed our team to quickly adopt the new system."

Michael O'Sullivan, Group Business Systems and Compliance Director, Assist Security Group

SmartTask Technology Used

- Scheduling
- Proof of Attendance
- Duty of Care/Lone Worker
- Payroll Integration
- Electronic Timesheets
- SmartTask App
- Dashboards and Reporting

Assist Security Group provides a fully inclusive, tailored security service through its specialised divisions. It delivers a wide range of services to corporate and tier-one retail luxury brands, close protection, intelligence and investigation and CCTV monitoring.

Assist's clients comprise many well-known companies, including high-end luxury retailers, London tourist attractions, 5 star hotels and hospitals.

Supporting the business today and in the future

The management team wanted to streamline and improve how tasks were allocated to security officers and ensure that they were tracked accurately. This included creating schedules to optimise the deployment of qualified staff to client sites while maximising efficiencies with travel and working hours and ensure the welfare of its personnel, including lone worker safety.
Assist Security Group chose SmartTask for its comprehensive range of modules that could support its daily operations both now and in the future and the user-friendly interface which ensures adoption.
In addition, SmartTask has a unique partnership approach to understanding the business of each of its clients in order to help them to achieve maximum value from their investment in the SmartTask solution.

Optimised operations ensure profitability

Assist Security is using SmartTask's resource planning, scheduling, reports and payroll modules across the business. The simple to use schedule creation tool reduces administration time and costs to coordinate the best security staff for each job. It enables the operations team to optimise the allocation of its personnel, ensuring efficient and profitable coverage at client sites while also meeting its service contracts.

Better communication, improved response

The company also wanted to improve communication between its security personnel and management, enabling planned rosters and any changes to be coordinated and responded to promptly. This would enable them to quickly react to sudden external or client changes required, whether due to weather, sickness or responding to an incident, and keep team's informed.

The SmartTask Engage app enables officers to receive schedules and any updates immediately on their phones.

Reports give valuable insights

SmartTask's reporting features are providing useful insights into Assist's security operations. Data captured helps the management team to quickly identify patterns and trends from operations activity to monitor performance.

Accurate payroll means happier staff

The integration of SmartTask software with Assist's payroll process and systems means accurate records of working hours automatically feed into the payroll, which has resulted in fewer queries and errors. All holiday and sickness details are logged and recorded, minimising any mistakes in calculations or outstanding payments.

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