Improved Business Reporting Maximises Operational Efficiencies

Churchill now operates in a paperless environment using SmartTask to store all updated assignment instructions, risk assessments securely. It also holds company policies, operating procedures and relevant employee information, previously part of a company welcome pack.

The company proactively uses the resource planning tool in SmartTask to effectively allocate the company's resources and people. It provides a cartographic overview of a site, enabling the operations team to manage duties and maximise the efficiency of both its static and mobile security officers.

Supporting company growth

The implementation of SmartTask has supported Churchill Support Services' journey towards operational excellence, with the project marking a significant milestone to support the company's growth and expansion efforts.

> ***SmartTask has been an invaluable resource. We are a far more effective, innovative and forward thinking security company as a consequence of using it, and long may it continue! It has streamlined what's historically been a complex process and has created a sense of consummate ease in ensuring a safe, secure and happy workforce***
>
> **Liam O'Connor Director of Operations**
> **Churchill Support Services**

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.

CHURCHILL
SUPPORT SERVICES

Churchill Support Services achieves **more efficient** daily operations **using SmartTask** workforce management software

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smarttask®
a carbon neutral business

Churchill Support Services Achieves More Efficient Daily Operations Using SmartTask Workforce Management Software

- User friendly system enables rapid employee adoption and rollout
- Lone officer and site safety ensured with integrated check calls and monitoring of patrols
- Scheduling, booking on/off employees is easier and more accurate
- Time taken to carry out admin tasks reduced from hours to minutes
- Easily accessible reports on the business can be presented in different formats
- Easier to use, streamlined billing process
- Customer portal keeps clients fully informed of rosters, reports and patrol data.

SmartTask technology used

- Automate scheduling, shifts and rosters
- Proof of Attendance
- Receive alerts for no shows
- Duty of Care/Lone Worker for check calls
- Holiday management - via the app
- Payroll integration
- Electronic Timesheets
- SmartTask app - shifts, runsheets and alarm responses and site visits info
- SmartForms – replacing manual, paper-based processes,
- Customer Portal – direct access to details of services provided.
- Dashboards & location data - real-time visibility,
- Reporting & Insights - deep insights to enable smart business decisions.

CHURCHILL SUPPORT SERVICES

A People First Business That Values Staff

As a People First business, Churchill Support Service's primary focus has always been on its officers working in the field. It identified key issues as a result of a poorly functioning workforce management system, which affected the business operations, administration efficiencies and more importantly, the people on the ground.

From booking a holiday, through to accessing a shift, it was not always straightforward using the existing system. Both activities are business critical for a security company that relies on such processes to support its staff operations.

A Solution To Support Critical Day-To-Day Operations

The Churchill team began by scoping and planning with its key stakeholders to identify what they needed and wanted to see from the new system. The company then rated the importance of all requirements to establish how crucial they are to day-to-day operations and what they could compromise on when it came to selecting the right vendor.

"The feedback from SmartTask was very good and equally, I understood that we had a very similar journey with workforce management systems over the past couple of years. At that point, I knew it was the right decision for us and that it would solve a lot of our problems."

LIAM O'CONNOR, DIRECTOR OF OPERATIONS, CHURCHILL SUPPORT SERVICES

Smooth implementation ensured rapid deployment

The timelines agreed for delivery were met by the SmartTask team, who supported the Churchill team with time and resources to import the data and provided training, support and advice when required.

Regular meetings ensured they stayed closely involved in the project and Churchill was able to establish accountability and deadlines. This ensured that everyone remained on track with their respective responsibilities.

Ensuring officer safety

Using SmartTask software provides a seamless approach to the challenging task of managing lone worker safety and ensuring that services are delivered on time to meet SLAs. Churchill can easily report incidents, near misses and accidents and conduct automated checks to ensure employee safety and security in their work.

The company uses SmartTask for "tag scanning" and patrol monitoring, which uses strategically positioned scan points across the site, that are then fully logged with an officer's time, date and location.

It enables Churchill's round-the-clock Communications Centre to ensure that officers are safe, can conduct their duties effectively and assures clients that their site is routinely patrolled to meet SLAs. Officers book on and off using the SmartTask mobile application, which provides a one-stop-shop for staff resources. Its user-friendly interface has enabled staff and managers to adapt quickly to new technologies. The company reports a record number of employees engaging with the mobile application, for booking on and off, check calls, incident reporting, and scheduled and conducted patrols.

"SmartTask fulfils our needs, is a lot faster than the previous system which saves time when scheduling, booking on/off employees, and running reports via this platform."

MO SHAFIQUE, COMMUNICATIONS CENTRE TEAM LEADER, CHURCHILL SUPPORT SERVICES

Meeting Service Level Agreements

The customer-facing portal provides complete transparency enabling clients to view all rosters, reports and full patrol data. Additionally, with synchronised integration of holiday and sickness monitoring any absences or holidays are recorded immediately and cover can be quickly assigned to meet the most stringent of client requirements.

"We've grown to trust the SmartTask system due to its core capability, and especially so in terms of its up-time, scheduled updates and effective changes that have significantly aided in our day-to-day processes."

LIAM O'CONNOR, DIRECTOR OF OPERATIONS, CHURCHILL SUPPORT SERVICES

Streamlined processes save time

The overall project has been a major success for reporting on the business and day-to-day operations. The basics that had previously been forgotten are now fully operational and most importantly, working efficiently.

Tasks that once consumed hours of time can now be completed in a matter of minutes. The rapidly available reports, presented in various formats, are functioning seamlessly and efficiently. Payroll and billing processing times have been halved across the board and information made much more readily available, freeing the team to spend time elsewhere, responding to enquiries or planning.

"It's a really good system, has streamlined the billing process, and is much easier to use than the previous system."

RACHAEL ADAMSON, ACCOUNTS RECEIVABLE CONTROLLER, CHURCHILL SUPPORT SERVICES

From booking in services through to paying employees, the Churchill team claims that it has been rewarding to witness the gradual restoration of trust, particularly through the fundamental process of booking holidays or accepting shifts.

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