VSG: ACTIVE DASHBOARDS TECHNOLOGY DRIVING EFFICIENCY IN SECURITY

Established in 2000, Northampton-based Vision Security Group (VSG) is the fastest growing company in the security sector. With a focus on excellent customer service, insight and knowledge to create the most appropriate service solution for each client. This is achieved by taking into account the risk profile and culture of the organisation as well as investigating how the relationship can drive advantage within its respective marketplaces.

With more than 7,500 staff spread across the UK, working in; retail and shopping centres, manufacturing, logistics, corporate office and public sector locations, VSG is focused on exploring new ways to deliver an efficient security service.

Increasingly, VSG is turning to new technology to enhance its solutions. This has included issuing security officers with body cameras, using Alarm Response Centre (ARC), remote monitoring to oversee vacant properties, designing and installing state of the art access control systems and the adoption of innovative dashboard technology.

THE CHALLENGE

As the business expanded, there was a lot of information being held in systems and spreadsheets within the organisation which needed to be accessed for comprehensive reporting. VSG was impressed by Active Dashboards from Dynistics which offered a superior alternative to their existing reporting methods.

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The software is able to give a full picture of results and the functionality to drill down to

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specific details in order to identify opportunities and flag up any issues, while the graphical tool provides real-time information on key factors identified by the company in visually appealing charts reducing the need to produce printed reports. Another strength lies in its ability to draw information simultaneously from multiple sources.

"Dynistics was initially chosen because it was the leading product on the market and provided great value for money, and eight years on it continues to meet our needs", says Greg.

IMPLEMENTATION

The installation process was smooth and stress-free and VSG was pleased with the support provided by the Dynistics team.

Used to monitor everything from manned guarding and call statistics, to incident reports, the dashboards

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ensure all staff have key data readily available to them and as a result have rapidly become part of the culture at VSG.

THE OUTCOME

The implementation of the dashboard has made a huge difference to VSG's day-to-day processes.

Business Analyst, Joel Pearson, says, "Using dashboards has meant that a user could get onto the system using just a browser. We could write customer reports in ways that would show certain things that the existing system couldn't and it meant we didn't have to pay the company that originally provided the system for every new report because we could do so much more in-house. This has dramatically reduced pressure on the IT department, in the past our first port of call for reports, as staff now have all the information they need at their fingertips."

Greg adds, "Initially we thought we would use Active Dashboards to replace a few specific reports but in fact we are using them so much, it has now become a central part of our operations. Rather than having to take the time to research several sources to find what we're looking for, we can pick and choose the specific data we need to extract in order to pinpoint which areas need action. This in turn means that VSG can react to situations more quickly, building upon our success."

In addition, VSG has found that given the real-time information that Active Dashboards provides, the process of producing reports itself has become much faster.

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Staff are able to export the exact data they need from a number of sources into Excel themselves, amend as necessary and send it out to team members in a matter of minutes. This makes it easy to compare data on a week to week or month to month basis and look at what costs are attributed to and how this can be managed more efficiently and profitably.
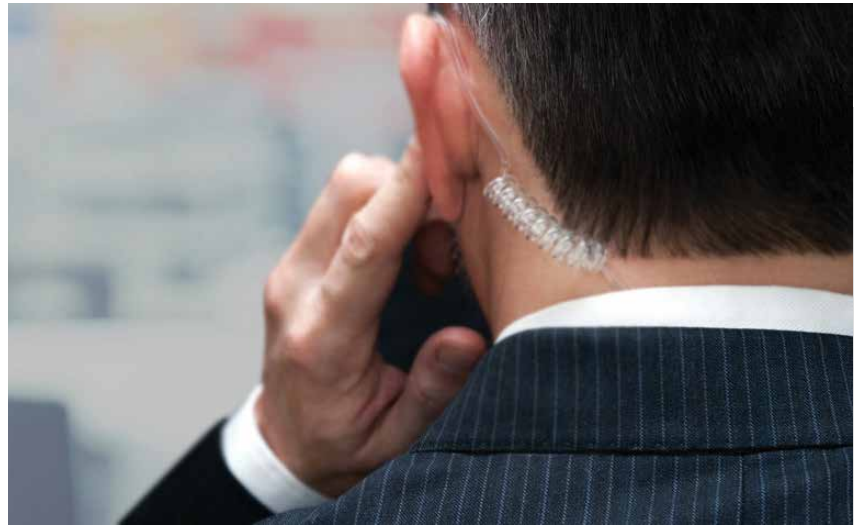
BENEFITS

By highlighting where VSG can target risk points and reduce efficiencies, the software has enabled the automation of many administrative tasks and become more time and cost-effective. With dashboards being able to produce real-time snapshots of data, VSG no longer needs to compile and print out reports; a procedure that could take an individual several hours. Having the capacity to work in a pleasing grid format, isolating columns of interest and pinpointing areas of concern means information is far quicker to read and act upon. In addition, report analysis and distribution is quicker and cheaper, enabling VSG to cut down on time and money spent on administrative tasks.

IMPROVED RESOURCE MANAGEMENT

Using Active Dashboards for resource management such as shift patterns makes it easier to manage personnel costs and identify chargeable client costs.

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This enables VSG to ensure all costs are accurate and that the contract is remaining profitable from a company perspective in line with KPIs.

STRONGER CLIENT RELATIONSHIPS

VSG is also using Active Dashboards in more innovative ways. VSG has created an external reporting system giving clients access to the data held on their account. The provision of this tool sets VSG apart from its competitors and has had a profound effect on VSG's client relationships.

Greg explains, "With all of us looking at the same, real time data, we can identify any issues quickly and discuss them so they can be overcome without causing any major negative impact. This transparency has extended the trust in our relationship as providing clients with the same honest, live, real-time data that we see means there's nowhere to hide. It also means our relationship is built on a true partnership rather than the traditional client-subcontractor exchange and enables us to discuss problems together. Client feedback has been extremely positive with many

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customers saying they wished that other industries provided this unique tool."

ISSUES FLAGGED UP IMMEDIATELY

Dynistics' Active Dashboards software has enabled VSG's data to be more transparent and accessible so that factors needing attention are flagged up immediately. Senior Management now find it easier to see what is happening 'on the ground': they can identify any compliance issues that need attention and suggest solutions more quickly as the lead time between data entry and visibility is less than 20 seconds.

Active Dashboards has proven to be a powerful tool during VSG's rapid growth. As an organisation which is fast paced, innovative and setting the standard for customer service in the security services industry, access to accurate and timely data is essential. The Dynistics tools have helped VSG be successful in providing this real time data.

SITE AUDITS MADE SIMPLE

With VSG working with 1300 separate sites, each audited on a monthly basis, Active Dashboards effectively brings together data from multiple sources to provide a single, consolidated view of key management information. This also cuts down on the time spent on meetings, emails and phone calls, as information is just a click of a mouse away. Using colour coded data within the Active

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Dashboards has also enabled any concerns to be spotted at a much earlier point, as and when they start to emerge. This improves efficiency and saves a huge amount of research time which can instead be spent on rectifying issues. It also helps to show up any

inconsistencies and risk points as and when they occur, ensuring staff are addressing key issues.

Dashboard representation is clean, transparent and ensures that all data is present and correct and can be easily turned into a presentation before it goes up to a higher level for closer scrutiny.

THE FUTURE

"We estimate that the adoption of Active Dashboards has boosted productivity by 50% for at least 50% of our teams in Head Office," says Greg.

"We're now working on our other databases, such as staff productivity, and looking at how we can present this information on Active Dashboards. We have also had interest from Sales as to how we can present information about VSG to clients and tenders by showing the transparency and availability of data," adds Joel. "One of the group's key goals is for VSG to become the key providers of security in the country and we are confident that Active Dashboards can assist us in achieving this."

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