

**CLIENT**

First Coast Security

**LOCATION**

Jacksonville, FL

**WEBSITE**

fcssecurity.us

# Compliance and Proven Integrity for Private Security Firm

First Coast Security is a nationwide private security firm that staffs and manages both commercial and federal security details — including armed contracts — at well over 100 locations in a dozen states. With more than 2,200 active employees and strict state and federal regulations that guide their operations, the company needed a centralized way to ensure compliance to both governmental and commercial client requirements. And they needed to automate their time clock-to-payroll processes as well.

To that end, they began using TeamWork from ScheduleSource in early 2015. Initially they were only using a small fraction of the system — mostly the tools related to managing and monitoring employee compliance to meet the complex requirements of client contracts. It wasn't until they brought on a big data center client that had been burned by a previous security firm that the team at First Coast Security realized one of the biggest benefits of the system yet.

## Ensuring Compliance and Reducing Liability

Tracking and maintaining compliance is an essential part of First Coast Security's workforce management — and one of the biggest reasons they initially chose TeamWork. There are 28-30 things that have to be tracked per officer for an armed federal contract — and the fines for non-compliance are steep.

"Most of our federal contracts are armed so there is a much higher level of liability if you don't track officer qualifications," said Steve Ammons, scheduling coordinator. "We rely heavily on TeamWork to help keep us compliant and efficient."

Even commercial, non-armed contracts require at least five variables be kept in check, including state licensing which comes with penalties for violating state law if they aren't compliant.

First Coast Security's compliance officer monitors all the data about office qualifications from Red Cross certifications to firearm licenses right in TeamWork and makes sure everyone is up-to-date.

TeamWork also automatically flags any compliance problems as the supervisors are building the schedules. This keeps the schedules compliant and the compliance officer informed of any training or certification needs that aren't being met by the current pool of workers.

## Automated Workforce Management with Integrity

First Coast Security is headquartered in Florida but each contract has a program manager and site supervisors that manage both the workforce and the schedules for that location's security officers.

Despite coming to TeamWork from another scheduling system, many of the locations were still submitting printed time sheets to payroll. The process was long, arduous and left too much room for human error — but it was also embedded in the culture at First Coast Security.

While they had been gradually transitioning their existing contracts over to the more streamlined TeamWork platform, it was very slow going.

Then, in 2017, they landed a number of significant contracts with large data firms. It was the perfect opportunity to get those locations automated from the very beginning — and, with something to model, hopefully jump start the process for the rest of their contracts.

The Northern Virginia data center contract required First Coast Security at a single location but needed a high level of supervision — two to three supervisors on every shift, 16-24 hours a day.

First Coast would need to fully hire and train more than 40 supervisors with the basic skill set of building and managing a schedule, then provide more in-depth training on maintaining the time clock and auditing employees. The timeline was tight, and they wanted comprehensive reporting that captured hours with enough fidelity, but not too much fidelity.

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**“Their previous security company hadn't been very transparent with the books when it came to hours billed versus hours worked,” said Ammons. “With TeamWork, we were able to show a level of integrity they hadn't seen before.”**

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First Coast was able to build reports and automated audits that provided exactly what the client needed to see, and the digital signature on all time captured set their minds at ease that what was being reported was an accurate reflection of reality.

## Reporting Helps Control Overtime Costs

Since then, the comprehensive reporting capabilities have become one of the most effectively leveraged features for First Coast Security.

“TeamWork's automated reporting is something we use really, really well,” said Ammons. “As a security company, the single largest variable cost is salaries. If we're not closely managing overtime, it can quickly go out of whack, so we're constantly monitoring this on a number of levels.”

They have an enterprise-level report with top-line compliance and overtime information that goes to their executives and site leads.

Most recently, First Coast started running what they're calling "recap" reports where TeamWork chases through every shift, employee and audit, not just for overtime, but to make sure every post is filled at the correct pay rate.

"The recap reports are site-level and allow our account managers to give our customers a full audit trail for a month or a quarter," said Ammons.

Today, First Coast Security relies on almost all aspects of TeamWork. Supervisors and account managers use location-level features, Ammons manages the admin functions and the bridge to their enterprise payroll system and a number of contracts use enterprise-level reporting extensively.

They're still in the process of transitioning their existing clients to the automated time clock and payroll system, tackling a few accounts each quarter, but they already have an eye on the employee self-service features as a possible next step.

"The employee interface is going to be great, we're just not there yet," said Ammons. "And that's okay. Because what we already have is compliance, payroll automation and, most importantly, integrity."

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