GUARD DISPATCH

ABOUT US

Guard Dispatch is a game changing platform being made available to the security industry, via a Web App and Mobile App.

It is a new innovative dispatch platform that makes dispatching and tracking a shift a breeze. It offers full transparency from start to finish.

The concept of developing Guard Dispatch came from years of working within the security industry, in an environment where multiple dispatches were done simultaneously daily through a manual process. There was a gap in getting the right information out in a timely manner and receiving key information back which was of value to the client.

BENEFITS

› Dispatch Efficiency – contact all eligible compliant guards with one dispatch.

› Guard Communication – Guards can accept shifts in real time with a single click and obtain all job-related documents to their mobile phone via the Mobile App.

› Compliance – Unqualified and unlicensed guards are automatically precluded from receiving dispatch requests.

› Real-time information – Guard can Onsite/Offsite via the Mobile App in real-time making this data available to the operator or the client.

› Reporting – Response times, hours worked guard utilisation can all be tracked.

DISPATCH REQUEST

The dispatch platform allows the operator to create a dispatch, send it to multiple guards at the same time, receive real time information about who has accepted the job and when they got to site and off site.

Dispatch requests are sent to guards through the Mobile App. Notifications will alert the guards of a shift available within their travel radius. They have the option to accept or decline the shift. Once accepted they will have access to the shift's full details and associated SOP's and site information.

As soon as they accept the shift, it becomes visible to the operator who accepted the works and what time it was accepted.

Should the shift be subcontracted to a compliant subcontractor, they will receive an email notifying them of the shift and if they wish to accept. If they accept the shift, it will be automatically dispatched to their compliant guards as per the selection criteria below.

GUARD REQUEST SELECTION CRITERIA

For a guard, shift requests will only come through to the Mobile App if you meet the job acceptance criteria:

- Trained for the specific site
- Within your travel radius
- Available to work
- Current Security licence
- Subcontractor insurance and workers compensation is current – only applicable for subcontracted shifts

The job will pop up as a notification on their smart phones, which they will be able to view basic information via the Mobile App. The guard then has an option to accept or decline the works. Once accepted, the guard will have access to specific site notes and client SOP's.

Once they head to site and enter the geofence for the site, an "Onsite" button will be made available to them to on site and commence the shift.
At the end of the shift, they will be able to "Offsite" and end the shift manually or automatically.

This information is made available in real-time to the operators and clients, allowing correct times for invoicing.

COMPLIANCE

Guard Dispatch is not only a dispatching platform, but also a compliance tool. As part of the setup is the requirement of the guard licence numbers. Using a national database, these licence details are checked daily flagging any that have expired. The system will also omit the guards with expired licences when sending out a dispatch. If a guard works for a subcontractor Guard Dispatch will also maintain a record of the company's Public Liability and Workers Compensation insurance policies, using the information in the same way and only issuing works if they are fully compliant.

DISPATCHER INFORMATION

Throughout the process the Operator will have a log of who accepted the shift and at what time. They will also see an audit trail of the guard confirming the shift commencement and end of shift times. All this information is available in Real-Time to key stakeholders.

This information can then be used by the rostering team ensuring correct rosters are in place. Along with correct onsite and offsite times, meaning correct invoices for the client.

Dispatched jobs are tracked and if they have not been accepted within a certain time frame, they will flag to the operator for further action.

Other alerts also include an alert to the operator if a guard has not onsited at a commencement of the shift. Giving the operator the opportunity to be proactive to follow up late attendance to sites and to update clients accordingly.