



## Global Security Services Increases Efficiency and Saves Time With The HindSite Solution

*HindSite's field service software enabled Global Security Services to increase billed time and better manage customer data*

"We easily have saved at least 5 hours a week on just B\*\*\*S\*\*\* and paperwork. Like filing and looking up customers. We have really customized the fields that are customizable so everything is right there in HindSite."



**Scott Utter**  
**Vice President and**  
**Director of Electronic**  
**Security Services**  
**Global Security Services**

### Customer Profile

Global Security Services is a private security, private investigation, and electronic security agency.

Since forming in 1999, Global Security Services has grown to have over 30 employees and provide service for anyone from a private citizen to a government on facing complex issues or concerns.

Global's staff is nationally recognized for the installation and service training they receive for electronic security devices. Technicians take the skills learned in training and put them to use out in the field, servicing security alarms and systems. They provide this excellent service based on a fundamental belief in their founding principles: duty, honor, and integrity.

### Business Challenge

When installing a security system, it is important to have the correct information, and to be able to keep track of this information at all times so that safety can be ensured for the clientele.

For Global Security Services, having paperwork unorganized and materials lost meant two things: First, it meant a threat to the assurance that all jobs performed were being done efficiently. Secondly, it meant that records were difficult to find and verify in case of a discrepancy.

By having everything on paper, Global Security Services struggled with making sure technicians were actually putting accurate and timely data in the paperwork. Even after the papers were filed, the trouble was finding them again if anything ever needed to be revised or reviewed.

Parts were another issue for the company. Global would install parts and not consistently record their use. This resulted in clients receiving free materials and a direct reduction in profit for Global.

In both cases, Global Security was losing money. There was no accurate recording of work done on job sites. This was something the company could not afford.

### SUCCESS STORY

#### Global Security Services

### AT A GLANCE:

**Customer:**

Global Security Services

**Location:**

Davenport, Iowa

**Industry:**

Private security, private investigation, and electronic security

**Business Challenge:**

Global Security Services dealt with invoices not being handled properly and parts not being accounted for when trying to manage their business.

**Solution:**

Global installed The HindSite Solution to better manage and organize their business.

**Results:**

More organization and less time spent doing paperwork. Global Security saved both time and money each week by doing less paperwork and losing less parts through the help of The HindSite Solution



## Solution Overview

Global Security Services decided they needed to find a solution to help manage their business.

Scott Utter, Vice President and Director of Electronic Security Services, began researching field service software. He looked at a few different software companies, but decided they were just too costly for his business. Then, while on hold on the Tri-Ed/ Northern Video Distribution phone line, Utter heard a brief 15 second ad for The HindSite Solution. He looked it up and after some researching, decided to try it out.

"I liked that there was no real upfront cost and it was a low monthly fee," explained Scott Utter.

Utter's technicians were now able to record their time at job sites by using HindSite's mobile time tracking. They were also able to fill out work orders and record parts used with the parts tracking feature.

HindSite allowed Global's to manage all their field services in one system. Utter could find a client with a few clicks of a mouse in the system's CRM instead of opening more than a few file cabinets searching. He was also able to ensure his techs were being paid fairly for their work by checking their time sheets through HindSite. If there was a discrepancy, he could check when they timed in or out on jobs through the software instead of having to decipher what a tech wrote on the work order.

## Business Benefits

Business became a lot more organized, effective, and simpler for Global Security once HindSite came in to the picture.

Global Security Services, and more specifically Scott Utter, went from spending 5 extra hours a week taking care of paperwork and payroll to actually creating more time for other productivity to be done. They also saved thousands of dollars on unaccounted time that is now being billed properly thanks to The HindSite Solution.

Utter says the other employees are grateful for HindSite as well. "They love it. Use it every day, all day."

The software manages everyone's data so that things can be stored much easier, and with the customizable fields that are offered, Global is able to choose how their program is set up and how it runs.

"Everything got a lot more detailed system -wide after we installed HindSite. We use the customizable fields for a one stop shop for all info about customers," said Utter.

"HindSite makes software that helps me do what I need to do."



GLOBAL SECURITY SERVICES®  
*Helping to make our community safe!*

**Scott Utter**  
**Vice President and**  
**Director of Electronic**  
**Security Services**  
**Global Security Services**

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