

Professional Services

Security



Security company saves \$216,000 annually in supervision and dispatch costs with TeleNav Track™.



BENEFITS OF TELENNAV

- Reduced supervision costs**
 With TeleNav Track, Bayer Protective Services saves \$120,000 a year in supervision costs alone, which more than compensates for the cost of the system.
- Improved employee accountability**
 Bayer Protective Services monitors and assigns security officers in real time, which was prohibitively expensive before TeleNav Track.
- Client transparency**
 GPS data from TeleNav Track allows the company to increase its transparency to clients.
- Increased efficiency and productivity**
 Significant efficiencies are achieved through electronic dispatching and navigation.

SITUATION

Founded in 1995 in Sacramento, CA, Bayer Protective Services provides contract security services to high-end commercial and industrial property clientele. With 150 employees providing 250,000 security man-hours per year and annual service revenue at just under \$5 million, Bayer Protective Services is one of the largest security providers in the region. The company looked to TeleNav Track to improve efficiency and offer clients the maximum return on their investment.

CHALLENGE

For a physical security business like Bayer Protective Services, managing security officers

is a key challenge, one that previously cost the company \$120,000 a year in supervision costs alone. Before implementing TeleNav Track, the company had no way to provide its clients with a measurable return on their investment. In addition, clients would voice concerns about rarely seeing their assigned security officers and money was being lost due to timecard rounding because Bayer Protective Services had no way to hold its employees accountable. Further inefficiencies and unnecessary expenditures were created by patrol officers using paper maps to navigate to client sites and through the manual dispatching of patrol officers.

SOLUTION

Bayer Protective Services credits TeleNav Track with the significant savings and efficiencies they have achieved. "We turned to TeleNav Track to more effectively manage our on-site and patrol security officers," said Bryon Bayer, president of Bayer Protective Services. "Prior to TeleNav Track, we had to physically check on our officers to make sure they were doing the job assigned. By implementing TeleNav Track, we are able to confirm in real time that our employees are doing what they say they are doing. This has reduced our field management costs by more than \$120,000 a year, making TeleNav Track a vital part of our business."

By being able to route, track and verify patrol officers, the company has reduced labor and vehicle-related expenses. Now what used to cost \$10,000 a month is now only \$2,000—providing an annual net savings of \$96,000.

TeleNav Track has allowed Bayer Protective Services to increase the transparency of its operations to its clients. The company provides clients with the system's breadcrumb report to

show them where an assigned guard was located at any specific time.

In addition to increased insight into everyday operations, TeleNav Track has reduced costly timecard rounding and routing inefficiency. With geofencing, shift reports and break/lunch tracking, the company is able to monitor where officers are in real time. And patrol officers use the system's navigation feature to efficiently find their way to client sites.

"TeleNav Track is crucial to providing our clients with an effective return on their security investment."

- Bryon Bayer, President

RESULTS

Bayer Protective Services has recovered a significant return on its investment by reducing labor and vehicle expenses. Coupled with greater operational efficiency and increased transparency to its clients, these benefits make TeleNav Track a key component of their operations. "TeleNav Track is crucial to providing our clients with an effective return on their security investment," said Bayer.

How can we help your business?

For more information contact us.

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