LEVERAGING SECURITY MANAGEMENT SOFTWARE

TO ADDRESS GAPS CAUSED BY THE LABOR SHORTAGE

Don't Let the Labor Shortage Impact Your Ability to Protect Your Organization

Whether you're dealing with disputes, workplace violence, internal hazards, weather disasters, or a public relations crisis within your organization, managing and maintaining a safe and secure environment is paramount to your mission. Remaining vigilant yet agile is a 24-hour job.

More importantly, the rising trend of violence in society is giving way to a new normal. The world of security has changed. And 360-degree visibility is no longer optional.

In 2017, millions of Americans reported experiencing some form of workplace violence. According to the National Safety Council, assaults in the workplace injured 18,400 people and contributed to 458 deaths. Furthermore, while not the result of violence, exposure to hazardous conditions, including gas leaks and fire accounted for another 37,110 workplace injuries.

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Now, more than ever, the security industry needs to overhaul its practices and adopt an all-hands, all-hazards approach, but it couldn't come at a more challenging time.

According to the U.S. Bureau of Labor Statistics, 4 million people quit the workforce in July of 2021. A number of those people came from the public security sector, and it's no surprise to many. Major cities around the US are facing historic departures of public safety officers, including New York, which saw 15% of its force leave in 2020, and Louisville, KY, which has seen more than a 20% decrease in the size of its police force.

You're well aware of the risks associated with these labor shortages, both to your department and community, including:

- Response time and level of care degrading
- Inability to meet community demands
- Burnout and mental health issues
- Extended response times
- Not being in the right place at the right time
- Significant events taking too many resources or not having enough resources to handle those events properly

Unfortunately, too many organizations are still relying on outdated, cumbersome binders, word docs, and shared folders – intensifying the manual workload and potential for error, especially with an understaffed department.

Investigative data coupled with a comprehensive incident reporting platform can help ensure security professionals achieve higher levels of productivity, engage in proactive security management, and focus on what's most important, which is especially crucial if you're not fully staffed.

FOCUSED AWARENESS

Creating safer environments requires constant vigilance from everyone on your team. While your officers may be inundated with long to-do lists, skipping over report details or failing to identify hazards will lead to problems down the line. Situational awareness is crucial. Your team must remain proactive and accountable despite long hours, limited breaks, and staffing shortages. Although your officers can't be everywhere at once, technology can enhance their effectiveness. Analytics, automatic alerts, and easy-to-use search platforms put information front and center—providing instant access to accurate, up-to-date information when your officers need it most.

Actionable Insight

Combining hindsight with forethought empowers you to approach security from a position of strength. When assessing physical security, data-driven analysis enables you to view your operation from multiple perspectives and maximize your resources without doubling up your efforts.

Using historical data, you can decide where security teams should concentrate surveillance and how often they should conduct walkthroughs based on recurring incidents and prior response times. In doing so, you can be sure your decisions are based off real-life insight and actionable intelligence as opposed to gut-feelings and guesswork.



Automatic Alerts & Proactive Searches

Gaining and maintaining actionable intelligence is essential to your mission as a security professional. Engagements with the public or other staff members carry the potential to escalate without warning, and your officers must remain calm and professional at all times. In these situations, having access to event logs and database searches can mean the difference between diffusion and disaster.

For example, if your officer is called to an internal disturbance, an officer can gain better insight into a subject's history just by entering a name in the system. If the subject has been violent or abusive in the past, the officer can quickly assess these factors, determine intervention tactics, and request adequate backup before responding.

In the same way, officers can record events that occur during their shifts in a daily log to foster awareness across shifts as well as enabling monitoring of activities and events and maintaining consistent reporting.

COMPREHENSIVE ASSESSMENT

Front-line security officers aren't the only staff members who can benefit from incident reporting technology. HR managers and safety directors can also use these solutions to conduct evolutionary case management.

No matter if your organization is facing a disengaged employee, a disgruntled client, an unsafe work complaint, or a domestic dispute, lifecycle case management can help keep investigators focused and productive while ensuring the best possible outcome for all parties.

Evolutionary Management

Juggling multiple caseloads and staying on top of pending events can seem like an insurmountable task. While it's important to maintain clarity and investigate every incident from various angles, new complaints can easily get lost under a mountain of paperwork. Unfortunately, misplaced reports can place organizations at risk of compliance violations or contribute to unsafe work conditions. For this reason, it's essential to empower your investigators with the right tools and technology to complete comprehensive case assessments.

Utilizing technology, investigators can prioritize incidents, collect supporting details, organize evidence, and confirm prompt, documented follow-through without duplicating their efforts or losing track of the process. Streamlined reporting systems and advanced task management platforms allow for effortless document creation, real-time updating, one-click case management, and unparalleled accountability.

REFLECTIVE ANALYSIS

Assessing your incident data is vital to prevention. Assembling intelligence and determining effective countermeasures can help ensure employee safety and enhance response effectiveness. Although your team can't control every variable, capitalizing on lessons learned can help your organization prepare the best possible response.

Post-Incident Analysis

Building a dynamic and cohesive response team requires a proactive, hands-on approach. During the post-incident analysis, after-action reports can offer a wealth of insight into where your team excelled and how they should improve.

Analyzing and benchmarking metrics, such as reporting and response times, enables you to leverage data and predict how your team may react to a large-scale crisis or critical event. Similarly, examining specific recorded details as well as intervention methods provides qualitative insights you can use to sharpen team communication, expand on departmental capabilities, and build a business case for better equipment.



NEXT STEPS

Staying ahead of threats while keeping pace with best practices can tax your organization, and leave the door open for internal threats and hidden vulnerabilities. Regardless of labor shortages, it's essential to keep everyone safe and stay in control and compliant with federal and state safety directives.

Look for software designed to mitigate unknowns and empower your response with informed decision-making, comprehensive situational awareness, and coordinated efforts can help ensure safer organizations, communities, resources, and people — even in the face of ongoing labor shortages.

A software solution that can streamline every phase of incident planning, recovery, and response can help reduce required labor hours by automating a number of processes. It can also help ensure your team is exactly where they're needed and focused on what's most important, which is especially crucial if you're not fully staffed.

ABOUT OMNIGO

For more than 20 years, Omnigo software solutions have been the preferred choice for law enforcement, education, healthcare, gaming, hospitality, and corporate enterprises. Currently, Omnigo's solutions are used by over 2,000 customers in 20 different countries. At Omnigo, we're committed to helping customers secure their organizations' property, control operational costs, and ensure the safety of the general public.

We believe our customers deserve the best support available to protect their people, assets, and brand. We also understand how challenging it can be to protect the community without the proper resources. We're here to arm users with the best tools in the industry. With a team that includes former law enforcement, first responders, and other public safety professionals, we're uniquely qualified to understand exactly what our customers need to protect their community.



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call: 866.421.2374
email: sales@omnigo.com

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