

# ALTICOR PROTECTION SERVICES

ADA, MICHIGAN

## QUOTE:

*"We used to use the old clock system, but the clocks were so heavy, and supervisors would have to spend hours reading all that tape. Now, we just load up the Pocket PCs, and officers carry them on their rounds. And supervisors can get all the information they need at a glance!"*

**-Rich Lillywhite**, CPP, Alticor Protection Services

PROTECTION SERVICES OFFICERS AT ALTICOR USE TOURWATCHXT FROM TISCOR TO AUTOMATE SECURITY GUARD TOURS, SAVING TIME AND BOOSTING PRODUCTIVITY.

## PROFILE:

- ▶ Main complex site more than one mile long including 85 different offices, a warehouse and manufacturing buildings
- ▶ Several off-site buildings including a distribution center with offices and warehousing more than 1,000,000 square feet
- ▶ 5,000 total employees
- ▶ 28 Security Employees
- ▶ 200-300 Security Checkpoints
- ▶ 9 Different Zones
- ▶ 7 Pocket PCs

## PRODUCT BENEFITS:

- ▶ Completing security tours with hand-held computers offers maximum flexibility in the field. Officers use the Pocket PCs to scan bar codes placed at more than 200 checkpoints. Each time a barcode is scanned, the time, date, and location is automatically recorded into the device. Officers can also enter detailed information in free text, denoting any incidents they encounter such as broken lights or locks that have been tampered with.
- ▶ TourWatch generates user-friendly reports documenting all security activities, saving supervisors tons of time. According to Mr. Lillywhite, gone are the days when supervisors spent hours pouring over

tape associated with the clock system. TourWatch generates a variety of helpful reports including a summary report's, trend reports, and incident reports--putting all the information right at their fingertips

- ▶ TourWatch is powerful enough to be used with other activities in addition to security management. For example, protection services officers can use the system to keep track of employees. According to Mr. Lillywhite, on weekends, employees are required to be at certain locations. Officers can use the Pocket PCs to denote whether or not there is an employee present, and can also enter in their name.
- ▶ TourWatch's time & date stamped reports are extremely helpful in addressing pending investigations. TourWatch provides a searchable database of information that is a powerful resource during investigations, allowing officers to pull up information quickly and easily.
- ▶ TISCOR's tech support department is always accessible and helps them through any problems. According to Mr. Lillywhite, they had to call TISCOR tech support a couple of times when they upgraded to their hand-held devices, and they were able to help them right away.



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