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Ensuring safer tomorrows

LEVERAGING DATA-DRIVEN SOLUTIONS TO ENHANCE ORGANIZATIONAL RESILIENCE

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LEVERAGING DATA-DRIVEN SECURITY SOLUTIONS

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.

Besides monitoring facilities and keeping current with industry trends, there are employees to train, cases to assess, requests to field, forms to file, and operations that won't run themselves. Add to that the responsibility of ensuring legal compliance, and it's easy to see how security managers feel overwhelmed under the constant pressure to perform at a breakneck pace.

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. Your employees, customers, students, and/or patients need to feel safe when they step inside your building.

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.

Given the numbers, there's no mistaking the weight riding on your shoulders. Aside from violence prevention and safety, theft, unauthorized access, and other disturbances can impact your operation and lead to litigation, fines, and reputational damage.

Now more than ever, the security industry needs to overhaul its practices and adopt an all-hands, all-hazards approach. Looking ahead, investigative data coupled with a comprehensive incident reporting platform can help ensure security professionals achieve higher levels of productivity while engaging in proactive security management.

With customizable alerts, seamless communication, messaging features, and task deadlines, these fully integrated platforms can offer teams a more efficient operation all around. Coupled with comprehensive security software and incident reporting, institutions can help to establish a more seamless reporting process from start to finish.

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.

Accurate Reporting & Documented Involvement

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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.

Innovative Training

Tabletop exercises and monthly drills can become redundant and mind-numbing when staff is faced with the same time-worn scenarios. Yet, keeping up with training requirements is a complicated but necessary task. Rather than rehashing the same material repeatedly, security directors can utilize internal and trending data to add a twist to training and cultivate a positive attitude towards safety. Incorporating real cases into the mix helps keep training sessions productive and fresh while sanitized reports can serve as a springboard for new drills.

Going forward, safety officers can also use these training sessions as a mechanism for addressing hidden concerns and answering staff member questions on organizational policies.

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 shrinking security budgets, it's essential to keep everyone safe and stay in control and compliant with federal and state safety directives.

Besides enhancing organizational resilience, investigative technology can help you maximize productivity, eliminate redundancy, and optimize your team's effectiveness while creating a measurable return on investment.

Increased accuracy and higher accountability are crucial to sustaining resiliency and reducing liability for your organization. As we move into the new normal of security operations, it's critical to stop juggling and start streamlining. It's time to take the next step towards safeguarding your future by securing your organization.

When it comes to bolstering your capabilities, you can do more with less. Security technology, mixed with critical insight, can help you facilitate clear communication, comprehensive analysis, and heightened awareness while also enabling proactive prevention efforts.

If you'd like to learn more about restructuring your security practices, Omnigo can help. We offer a comprehensive suite of software solutions backed by hands-on security experience and unmatched customer support.

ABOUT OMNIGO

Omnigo Software is the leading provider of public safety, incident reporting, and security management solutions for law enforcement, education, healthcare, and other enterprises, offering easy-to-use and flexible applications that provide actionable insight for making more informed decisions.

Omnigo solutions have helped law enforcement and security professionals increase staff productivity by up to 25%, reduce compliance risk, and show measured improvements in safety and security.
To request a free demo, call 1.866.421.2374 or email sales@omnigo.com.

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