

“We work in a highly sensitive and often challenging environment, where fast response times and accurate reporting are paramount”

John Wheeler, Chief Technology Officer, G4S



Group 4 Securicor

#### Fast facts

**Customer:** Group 4 Securicor (G4S)

Justice Services

**Web site:** g4s.com/uk

**Number of employees:** 40,000 (UK)

**Country or region:** United Kingdom

**Industry:** Security services

#### Customer profile

G4S Justice Services provides Electronic Monitoring Services including home curfew monitoring, violation response, investigation and presentation of evidence to governments and government agencies.

#### Product details

- Mobile Workforce Management Solution from Vodafone

## G4S raises productivity and lowers costs with Vodafone mobile workforce solution

G4S employs field-based officers to deliver an Electronic Monitoring Service that ensures the smooth running of the Home Office’s ‘home curfew’ programme. In the past, supervisors spent hours pre-planning work schedules, while the field officers wasted time communicating back to management. A mobile workforce management solution from Vodafone has quickened response times and improved staff flexibility, providing greater real-time visibility over field operations. It has also delivered a return on investment that has seen the project move ahead of target to meet predicted cost savings.

#### Situation

Electronic monitoring in the UK has proven to be a cost-effective and viable alternative to penal custody – since 1999 there have been almost 200,000 participants on home curfew in England and Wales as part of a bail condition or community sentence.

G4S, contracted by the Home Office to implement the programme, employs a large field force to service more than 8,000 participants at any given time.

Monitoring is achieved by attaching an identification device to the participant’s ankle and installation of a monitoring unit in the home. The field officers each attend between 10 and 20 calls per shift, performing a mix of planned installation work and response calls.

Recently, when the G4S contract with the Home Office expanded, Chief Technology Officer John Wheeler saw it as the ideal opportunity to refine the system and make improvements: “It afforded us the opportunity to invest in a solution that would drive efficiencies across the organisation and ensure we continue to provide the highest levels of customer service,” Wheeler says.

His priority was to simplify the work scheduling process so that his supervisors could automatically allocate officers based on their skills, location and resources (every visit has complex requirements depending on the age and sex of the subject). Additionally, Wheeler wanted to streamline communications to replace cumbersome paper-based processes and telephone calls with a more secure mobile data solution.

#### Solution

The tender process resulted in several proposals based on a partnership to deliver the overall solution. Only Vodafone’s bid, based on ViryaNet Service Hub, offered a single source application suite as a solution to the requirements. G4S also liked the fact that ViryaNet Service Hub is a web-based system, meaning that home-based field officers would be able to access the Service Hub portal from a home PC.

G4S subsequently selected Vodafone for a five-year managed service agreement. "From the start Vodafone had a strong vision of how to approach the project. The system and proposed process represented a radical change in the way we carried out our daily work. Vodafone expertly planned, tested and implemented each phase to support this change," says Wheeler.

The field-based officers now automatically receive detailed job instructions on a PDA via the Vodafone GPRS data network, which covers 99.7 per cent of the UK population. As work is completed, they update the job status and provide simple job completion details, which are automatically communicated back to supervisors and management. Further detail for reports are entered through the web portal later – saving time, travel and carbon emissions.

The benefit to the office-based supervisors is that they no longer spend hours pre-planning the schedule for the shift and then more time on the phone communicating updates from the field. Instead, they can focus on meeting crucial service level agreements.

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### Business benefits

"The system has revolutionised our business agility. It enables us to reach jobs faster than ever before and promotes a smooth flow of information across the organisation. Not only does this simplify our lives, but it allows us to provide best-in-class customer service, which is key to winning future contracts," says Wheeler.

In an environment as sensitive and challenging as the security services industry, it is important that gains in productivity and efficiency are not achieved at the expense of information security or the safety and wellbeing of staff. By working with Vodafone, G4S has been able to achieve this balance while also lowering operating costs, improving customer satisfaction and, as a significant bonus, improving the work-life balance enjoyed by its field officers.

- Faster response times. Schedule optimisation, integrated satellite navigation and electronic reporting ensure prompt responses to curfew violations.
- Improved flexibility. With Service Hub, field officers no longer have to visit a regional office to pick up job details or file a report, typically saving more than an hour a day. A growing proportion are now home based.
- Real-time visibility over field operations. Supervisors and management can use dynamic information from the field to improve service level achievement, analysis and performance measurement.
- Excellent return on investment. G4S has successfully expanded its Electronic Monitoring Service contract with a minimal increase in overheads. The project is ahead of target to meet predicted cost savings by reduction in travel time and expense per job, telephone bills, paper costs and office administration time. The system has also saved the previous expense of a standalone GPS tracking system.

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