

# valantic



CASE STUDY

# Streamlining Field Operations



INNOVATION  
AWARDS



# About



## **valantic builds new mobile app that streamlines BRI Security's reporting for guards, back-office and clients**

OutSystems low-code platform and valantic services allowed BRI Security - with very limited IT staff - to launch a new field services application that currently is used by 1500 security officers, with the goal of expanding to 4500 across Australia to do time and attendance, incident reporting and occurrence management through mobile devices. Besides automate these critical processes, the new app empowers BRI Security to offer data-driven services, customize operations, increase customer satisfaction and differentiate themselves in a very competitive market.

### **Industry**

Services - BRI Security is a trusted security services company in Australia.



# Challenge

Business Risks International Pty Limited (BRI Security) is a specialist corporate risk management and security services organization headquartered in Australia. With the business growing and the plans to expand to larger enterprises, BRI Security needed to digitally transform its operations and automate the full lifecycle of rostering to invoicing. The manual reporting and manual processes to capture incidents, occurrences, and time and attendance of security officers were inefficient, prone to errors, time consuming, and essentially were blocking BRI's business boost.

“Security guards need to record a wealth of data in the field, from the incidents they’ve witnessed to the breaks they’ve taken. But manually processing their paper reports can lead to errors and takes too much time, making improving performance - and optimizing service delivery - a genuine struggle”

explains Ying Loong Lee, Technology Director at BRI Security.

BRI Security's resources and those of its biggest client were operating at capacity simply to process the paper reports its guards were creating. Going mobile and automating was the natural solution, but with no developers in-house, BRI Security was dependent on rigid, subscription-based IT. The purpose-built, customized app it needed seemed out of reach.

## Problem

- Processing the volume of handwritten reports produced by BRI's field operatives was becoming impossible. It was prone to errors and time consuming, making improving performance - and optimizing service delivery - a genuine struggle
- BRI was on a mission of bringing more value to its clients and urgently needed to digitally transform their operations



# Solution

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## Solution

- BOSS, an operational support system developed by valantic, along with its partner Phoenix Services, using the OutSystems low-code platform

The solution includes: Customer Portal, Mobile Time and Attendance, Mobile Incident Reporting, Mobile Occurrence Management, Operations Portal and Reporting







# Solution

With BOSS, BRI Security's field operatives can receive job information, record observations, attach pictures, log their breaks, do 'welfare checks', and more - all on their mobile devices. BOSS also automatically compiles a full report when each operative completes a shift. The company's clients then receive these reports instantly. And what's more, they can access the data collected in BOSS from their customer portal, monitoring the activity of their contracted staff in real-time through geolocation, push notifications, and multiple data visualizations.

Finally, the BOSS operations portal allows BRI Security to view automated, accurate information from its clients. And with that data, it's easy for them to minimize administration and customize their service delivery, optimizing patrol patterns for a client from one night to the next, for example.



**Ying Loong Lee**

What was appealing to me was the degree to which we could quickly customize the app to meet our client's specific requirements.



## BOSS features for Android, iOS and Desktop devices include



Offline usage



Customer portal



Exception management based on pre-determined rules



Timesheet reconciliation



Geo Analysis of all events with google maps



Dynamic form builder for mobile devices



Auditing of every interaction



Geo-location of every action of the security officer



Operations back-office with automatic shift logs





# Results

With the support of valantic’s team working closely with Zenioo, Soizic was launched on time and on budget. This was very important for the success of the business since there was a small window of opportunity for the launch of such an innovative service.

At the time of launch, Soizic started with the health business line, and a connection with two back ends. Three months later protection and mortgage business lines were added. First rollout included one hundred brokers and five different products were co-designed with four insurance companies. Quickly after launch, the results started showing and by July of 2022 an impressive new record was set on the number of subscriptions by achieving more than 20.000.

## Impact & Metrics



### High Volume Handling Managed

2M quotes monthly, averaging 200 per minute



### Contract Growth

Facilitated 36,000 contracts in 2023



### Financial Performance

Attained a €50M gross margin in 2023



## Benefits



### Improved customer service

Improved customer service, operational transparency, productivity and security outcomes



### Increased new business

Increased new business, digital transformation of security solutions, automation and operational efficiencies, and fulfilment of contractual obligations



### Rapid and automatic job information

Field security officers can now easily, rapidly and automatically receive job information and perform from their mobile phones time and attendance activities, welfare and occurrences recording for the various sites they are patrolling



### Instant and full access

Instant and full access to field security officers’ activities, offers BRI more opportunities for improvement and added return on investment



### Activity monitoring

Through the customer portal, BRIS’s clients can monitor the activity of their contracted staff in real-time through geolocation, push notifications, and multiple data visualizations

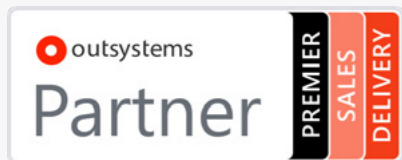
# valantic

## About us

valantic is a services company dedicated to building web and mobile applications using OutSystems low-code platform. We are experts in agile delivery and believe in building lean solutions that bring immediate impact to your business. Serving customers all around the world our experts can help you maximize your investment in OutSystems.

## What can you achieve with low-code?

Share your specific business challenges and discover the art of the possible. Lean on us as your trusted OutSystems Partner.



Find more at

[www.valantic.com/en/low-code/](https://www.valantic.com/en/low-code/)

