Background

Founded in early 2003 with the purpose of raising the standards in the UK Private Security Industry, **FGH Security** is the most decorated private security company in the country and the only one ever to be recognised as a Times Top 100 Employer.

Because of their employee engagement and support, FGH relies on PARiM's Workforce Management Software to organise and handle their operations in the events and festivals industry.

Partner Success Story
FGH Security
fghsecurity.co.uk

It's a matter of trust

The list of events that FGH manages is extensive: from Hyde Park Winter Wonderland to the Commonwealth Games - an event so big it requires about 1000 staff -. And when you handle staff pools this big, you need a system you can rely on.

"Previously, we were using a competitor of PARiM's, but we ended up losing faith in their system - the numbers just wouldn't add up. We were paying our staff based on the numbers given by that software, but our workers were coming back to us complaining that their pay wasn't right. It was an unreliable tool requiring our staff to constantly monitor and check every transaction.

On the contrary, PARiM's system is great because it gives us the correct information live and quickly, without excessive loading time. Speed is a major USP for a business like ours because if the system is antiquated, we can't react quickly enough. But with PARiM, we can move fast".

> "PARiM requires less oversight and gives our schedulers more time to work on things that matter."
>
> – **Ben Knott**,
> Operations Director

Saving time for the team

With other systems, FGH's schedulers would need to spend extra time talking to their workforce management solution's customer support team. "Things would break, so our team would have to reach out to them asking for a solution, wasting time they could be using to assign shifts or talk to clients. We used this specific service that required us to hire people just to handle it because it was so archaic".

However, as Ben said, PARiM is different. "PARiM requires less oversight and gives our schedulers more time to work on things that matter. Our workers need new information that operates fast without breaking randomly, and PARiM gives us exactly that".

He says his team jokingly calls PARiM the one source of truth "because it holds all employee and customer data. It makes all calculations they need to charge clients, and we can trust that data will be accurate".

When we asked Ben to summarise FGH's experience with PARiM in a few words, he added: "PARiM is simple -in a good way-. From people with no formal education to PhDs, everybody can use it".