

GMS Security Company Software

Keep on top of the shift and the business behind it

GMS brings the records used by your office, control room and officers into one system. Plan the work, follow what happens on site, report to clients and prepare billing from the detail you already hold.

The everyday question	What GMS helps your team do
Who is on site?	Plan rotas, allocate staff and compare shifts with recorded attendance.
Has the patrol been done?	Review checkpoints, officer notes and patrol exceptions.
What happened overnight?	Bring incident details, response timings and photographs into a clear record.
What can we show the client?	Prepare branded reports, schedule updates and provide permitted portal access.
What can we bill?	Turn worked hours and chargeable services into billing with minimal routine input.
What needs following up?	Keep service visits, equipment records, client feedback and management actions in view.

Built around the services you deliver

Use GMS for guarding, mobile patrols, keyholding and alarm response. Add installation and servicing, hire fleet or other supported modules to suit your business.

See the workflow on pages 2 and 3, billing on page 4, the input and output overview on page 5, and integrations on page 6.

CONNECTED RECORDS

How the work fits together

Clients, sites and staff give the operation a common starting point. The records created during delivery remain useful to the office afterwards.

Stage	Work in GMS	Useful handover
Win the work	Enquiries, service requirements, costing and proposals.	An accepted specification and retained quotation history.
Prepare the service	Site instructions, risk information, staff suitability and rotas.	The information and resources needed to start the job.
Deliver the work	Attendance, patrols, response activity, incident notes and photographs.	A record of what happened and the action taken.
Report and bill	Client reports, reviewed hours and chargeable services.	Information for the customer, accounts and payroll.
Review the service	Performance, feedback, decisions and follow-up actions.	Findings that inform the next service decision.

The office and the field use the same context

A site record brings together the client, contacts, access information and instructions. Rotas and briefings help staff prepare. Activity from the Android companion app adds the operational detail needed for supervision and reporting.

Keep control of the handovers

Your team decides who is allocated, what clients can see and when charges are ready. An accepted equipment quotation can be reviewed and converted into purchasing and works orders. Guarding cover is set up by your team.

Equipment work stays connected too

Installation, engineer visits and commissioning can carry the agreed specification through to equipment records and service history. Hire and maintenance records support the ongoing service.

From the first call to the client report

Follow an alarm response through the control room, the attending officer and the office review.

1 Log the call

Record the site, the reported concern and the incident details. Site instructions and key records give the control room the context for the response.

2 Assign and attend

Assign the response and keep track of the attendance. The officer records response stages, notes, findings and selected photographs.

3 Review the record

Check timings and the action taken. Decide which notes and evidence belong in the customer-facing report.

4 Inform the client

Produce a report under your company branding. Approved contacts can refer to permitted site and incident history through the client portal.

Keep clients informed between incidents

Schedule routine patrol updates for the relevant contacts. A repeatable reporting service helps clients see the work taking place, while reducing the time your office spends collecting and sending the same information.

Bring exceptions to the team

Patrol exceptions, missed activity and lone-worker alerts help the control room see where attention is needed. Acknowledge and escalate under your response procedures, with a retained record of the handling.

The operational record also supports performance review and charge checking, so the detail remains useful after the call is closed.

Billing in minutes

With rates and billing rules set up, GMS prepares routine billing with minimal user input.

From hours or days to minutes

The work has already been recorded. GMS uses those records and your charging rules to prepare the billing, so your team can concentrate on the items that need attention instead of rebuilding the bill.

Already in GMS	Used to prepare
Worked hours and client rates	Guarding timesheets and chargeable hours.
Responses and other chargeable work	Operational charges for invoice review.
Hire and recurring services	Charges based on the configured service terms.
Completed service calls	Service charges, including manual prices where required.

Review the exceptions then move on

Check the billing summary, resolve missing prices or other items requiring a decision, and prepare invoices. Supported Clear Books and QuickFile integrations carry customer and invoice data into accounts without repeating the same routine entry.

Payroll uses the worked record too

Reviewed attendance and pay-rate categories can produce a BrightPay-compatible CSV export. Your payroll package remains responsible for payroll processing.

Bring a typical billing run to a GMS demonstration and see where the time can be taken out of your own process.

A practical view of the system

The main jobs across a security company, from the information recorded to the results the team can use.

Job	Input	Process	Output
Sales	Enquiries, site needs and costs	Develop the lead, cost the proposal and record acceptance	Proposals and sales history
Staffing	Staff, qualifications and cover needs	Review suitability, allocate shifts and brief staff	Rotas and a planned service
Patrols	Requirements, checkpoints and check-ins	Capture activity and review exceptions	Patrol records and notes
Incidents	Calls, site risks and officer updates	Assign response, record actions and review evidence	Incident history and client reports
Equipment	Accepted quotes, assets and service requests	Review handover, purchase, assign and record work	Works orders and service records
Client updates	Reportable activity and contact settings	Prepare reports and schedule delivery	Updates and permitted portal history
Billing and payroll	Worked hours, rates and service charges	Prepare routine billing, review exceptions and export	Invoices, timesheets and supported transfers
Service review	Performance, feedback and open actions	Review findings and assign follow-up	Decisions, owners and due dates

Less repeated entry

Records created for one job support the next. An officer note can become part of a client report; worked time supports payroll and billing; incident history helps the team review the service.

Features depend on enabled modules, configuration and permissions.

CONNECTED SERVICES

Integrations and streamlined data

Use the systems you already rely on, with less repeated entry between them.

Operations

 FleetSmart Direct integration Vehicle locations and response positioning in GMS.	 what3words Location links Open stored three-word site and waypoint locations.
 OpenStreetMap Map links and previews Use location links and coordinate map previews.	YouTube Video embeds and links Bring site guidance and briefing videos into staff workflows.

Money

 Clear Books Direct integration Create or update customers and transfer sales invoices.	 QuickFile Direct integration Match or create clients and transfer invoices.	 BrightPay Compatible CSV export Export approved hours and pay-rate categories.
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Monitoring

 Victron Energy VRM Direct integration Battery and charging history, with low-voltage incidents.	Hik-Connect In progress Camera checks and snapshots planned; live view under consideration.	 Serage CCTV In progress Camera checks and snapshots planned; live view under consideration.
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More to follow

Ajax and Dahua are next on the CCTV roadmap. Further accounting connections and payroll exports can be assessed around the packages your business uses.

Your preferred package not listed? Talk to us!

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Connections depend on configuration and enabled modules. CCTV connections marked In progress are in development. Integration does not imply supplier endorsement.

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