



DAELIBS™  
**Time Solutions**  
Keeping Track Of Business



## Case Study: SA Water

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SA Water Corporation is a State Government Department leader in establishing new practices for Quality Control Management of contracted Security Patrol Services.

In July 2002 when a new contract for Security Patrol Services was called, SA Water management required the contractors to use time and attendance technology to record their attendance to the sites and locations to be inspected.

The system for the Quality Control management requires that the logged attendance data from the patrols of the day and the night before is down loaded at the Contractor's office and emailed to the Coordinator of Security at the SA Water Corporation Head office. The patrol data is to be lodged by 10.00am each morning.

Senior Project Officer for Security at the SA Water Corporation is Scott Work. Mr Work said "the DAELIBS Keeping Track of Business SeeknFind System gives the Corporation maximum control of the quality of their Security Patrol Contracts."

He added "we have total control of the raw data collected on the patrol routes and that the SeeknFind data management system gives us snapshot audits of the actual service outcomes against what we expected or planned to take place.

Of special benefit to us is the ability of the DAELIBS Loggers to log any incidents the patrol guards encounter on the tours of inspection. This process replaces bits of paper. The information is electronic and live with the verified time and attendance data.

The system has now been in place for almost 2 years and we are satisfied with the responsive service support we have received from the supplier DKTOB."

Mr Work concluded, "our water resources are very important State assets. The investment in attaining security patrol services is very significant. As managers of State resources SA Water has taken the decision to use DAELIBS/SeeknFind to provide us with the best quality control we can get.