

# TAAP highlights need for compliance systems after G4S fails to deliver

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As the military are brought in to make up the shortfall of security personnel required to manage the spectators attending the imminent Olympic Games events, TAAP – the software application specialist – has highlighted the need for appropriate systems to manage complex processes and compliance activities to enable organisations to succeed.

It is clear from the deficit of suitable personnel available, that investing in appropriate technologies to allow organisations to manage the volume and scale of activities such as that encountered by G4S, is critical to success. One client TAAP is working with needs to manage in excess of 400,000 data points. A data point could be a CRB check for example, which has its own complete set of processes to remain compliant, or up to date references, accreditations etc.

TAAP technology is being used across a spread of vertical industry marketplaces for the purpose of compliance and volume automation of such processes within their specialist sectors.

In the case of the Olympics, systems would be useful that can handle candidate registration and subsequent on-going compliance and/or monitoring of skilled specialist staff, building inspections, exhibitions before going live, or simply Vehicle Daily Checks. Using TAAP's technology, these types of systems can be deployed according to each client's specific requirements.

With regards to candidate registration, a solution could have been provided to screen applications with rules engines setup to reject and automate the communications with the prospective candidate. Candidates for security roles, similar to the health care worker systems that TAAP is developing, would have a complex set of skills and training certificates, qualifications and accreditations based upon their role and seniority. They would require basic medical training in the event of a disaster, and would require formal identification and references be taken.

The importance of expiring documentation is also an issue in relation to compliance, so TAAP ensures its systems are designed to alert managers to situations where multiple documents are due to expire, to avoid a backlog of processing occurring. The systems help with planning and forecasting in this way so candidates are compliant and still available for work.

The TAAP technology lends itself to face to face interviews using its Tablet rules based interview technology, which will be made available on the new Windows 8 Surface tablets when they come to market in October. These devices allow domain experts to define the compliance and rules/scripts to perform a complex interview, capture photo ID, and signatures. This streamlines the processes, ensures minimal hand written materials are collected, and using mobile devices the capture of physical documents as saved PDF images.

Once the data is captured, managing on-going compliance can be done using a CRM system such as Microsoft Dynamics, or a proprietary solution. TAAP's technology can interface to clients' existing systems using its web services, or TAAP can build and deploy a cloud based solution.

By using forms on mobile devices, such as PDAs and tablets, the compliance checks can be started while outside an office environment – for example at a recruitment fair, or an outdoor event.

Steve Higgon, Product Architect at TAAP commented “By providing our customers with compliance applications customised to their specific requirements, TAAP’s systems contribute to ensuring that daily business processes are improved upon and documented more clearly. Because the data can be viewed in real-time within a secure web portal, it can also be reported on and any issues that arise can be dealt with more quickly. Photos and signatures can also be captured which means visual verification details are processed at the same time as part of the form.”

#### About TAAP

TAAP is a leading provider of software solutions which allow organisations to mobilise their operations using hand held computers.

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