C.A.R.M

Case Study: RCMP Surrey Detachment

Staff Sergeant Rick Deets
RCMP Surrey

The Challenge

Surrey detachment was using an outdated version of CARM software with limited capability. The software was not able to provide the detachment with the required information. A review was conducted to determine the best possible solution. The review determined that the updated version of CARM was capable of providing the information required and allowed for other capabilities to be explored. "We checked more than a dozen other programs being used in North America and found CARM to be more user friendly, more cost effective and much more financially accountable for our needs." Explained Staff Sergeant Frank Martino.

The Solution

"After seeing the system (CARM, Computer Aided Resource Management) demonstrated we could really see where it would help us do our jobs better." said Staff Sergeant Rick Deets at the RCMP Surrey detachment. "Not only did it meet all of our needs in many cases it looked like it would help in ways we had not thought of."

The new CARM software was installed and the personnel trained. Once the personnel were trained it readily became part of the daily routine. The system allowed for overtime claims to be processed electronically, eliminating the paper forms required of members to make a claim and making the claims timely. Additionally the system is used to auto calculate shift differential and as such saves members from making a quarterly submission for shift differential due them. From the management side several benefits have accrued, such as more timely information being available as well as the streamlining of overtime submission that have saved countless hours of work.

"The learning curve for this easy to use solution was very quick. We were about to go live in no time at all. Its self serve web based interface meant our members could very easily keep their schedules and therefore our management information up to date. we were using it to our advantage with in a week or two of our go live date." Continued Staff Sergeant Deets.

The Benefits

The project seemed like a daunting task at first but is very easy once you get the training. It only takes about 15 minutes a day and you can get a tremendous amount of information and time savings and effort in the long run. No need to manually print or fax to other members that need up to minute knowledge of each others schedules. Just go online and look, that is so very environmentally friendly there is no more printing of minor changes etc just look at them in real time when you need to. Know with confidence that you have the most current information with no second guessing. Once witness schedules are input that information is also available.

Before CARM we were using 17 different databases to track and manage everything from shift planning to our schedules. Mostly printed and the minute we printed a copy it was out of date. Now all of that is integrated and we can be sure that all is up to date and very useable with CARM. We have a complete picture of all resources where they are and what they are doing at any given minute. This includes any civilian staff so that complete integration is now possible, and for planning and billing purposes we have all the information we need at our finger tips.

We have been able to network with other divisions and detachments to get a best practice of resource management implemented with a minimal degree of effort.

This has been the most cost effective tool we have used in a long while. It is a whole lot more than just scheduling. It is the ability to actually manage with confidence resources and have them deployed on the best fit for the demand we are experiencing at any given time frame. Our members are now able to self serve the simple things like shift timing and overtime claims without the use of any paper. CARM helps with much more timely approvals of overtime claims as it brings up what needs to be approved when a supervisor signs in. Same with annual leave approval if you are next to submit a request it lets you know when you sign in that task is due for you.

As an individual you can get a complete view of your working life. Daily schedule, overtime, training days, time off, holidays, court time, shift differentials, standby time anything and everything they need is at their finger tips. As management, you have all that for your entire team. Budgets are much easier to manage with accuracy. It is all there so you know where your costs and saving are.

Future

After using CARM for two years we have found that our finance people really like what it does for them, Timely billing to communities we serve has saved lengthy explanations when reporting doesn't follow service as quickly as it should. We are constantly networking with our colleagues to find new and better solutions to all our management issues. We have found that CARM helps us look like leading edge management when we meet our counter parts in other regions. We love to share our successes.

CARM is paperless, real time scheduling of personnel, resource utilization and optimization with accuracy and consistency in the application of policies or collective agreements. Resource management, patrol scheduling and duty management at its finest.

TriCarm Software Inc. Tel: (519) 471 7276 Fax: (519) 471 0281 Email: info@tricarm.ca Web: www.tricarm.ca