

The Security Workforce Software Buyer's Checklist

10 questions to ask any vendor before you sign, from BluewaterOS

Most workforce software demos look impressive. The questions below are the ones that reveal whether a platform actually fits how security companies operate day to day — not just how it looks in a sales call.

Licensing & Compliance Tracking

- ☐ Does the system track officer license expiration dates and alert you before they lapse?
- ☐ Can it distinguish which officers are certified for which post or property type?
- ☐ Is there a full audit trail of who changed a compliance record, and when?

Scheduling

- ☐ Can the system prevent scheduling an officer who isn't certified for a given post?
- ☐ How are last-minute call-outs and coverage gaps handled in the platform?
- ☐ Does scheduling sync with your payroll or HR system, or require manual re-entry?

Reporting & Documentation

- ☐ Are incident and patrol reports timestamped and stored centrally, not on paper?
- ☐ Can a client or auditor be given read-only access to relevant records on request?
- ☐ How long are records retained, and can you export them if you switch platforms?

Recruiting & Onboarding

- ☐ Does the platform support a public careers page with structured job data (schema.org / JSON-LD)?
- ☐ Can new hires be onboarded directly into the scheduling and compliance system, or is that a separate step?

Vendor Fit

- ☐ Was this platform built by people who have run a security operation, or built for a generic market and adapted?
 - ☐ What does implementation actually look like — weeks or months?
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This checklist is provided as a general buyer's aid and applies to evaluating any workforce management platform, not exclusively BluewaterOS.

See how BluewaterOS answers these questions directly: bluewateros.com or request a demo at (252) 725-8356.