

SHARED KNOWLEDGE TOOLS & PROCESSES PSA BEST PRACTICES



SHARED KNOWLEDGE • TOOLS & PROCESSES • BEST PRACTICES

BUSINESS DEVELOPMENT

- Qualifying partnerships and opportunities
- Budgeting
- Building the right team
- Finding validated leads
- Acquiring and retaining talent

BUSINESS TECHNOLOGY

- Customer relationship management software
- Enterprise resource planning software
- Vehicle tracking
- Employee productivity monitoring
- Virtual collaboration platforms

CYBERSECURITY

- Cybersecurity policies
- Outlining and addressing cybersecurity roadblocks
- Cybersecure product assessment
- Tools/matrix development supporting information security assessments, monitoring and efficiency
- Develop methods for recruiting, hiring, training and retaining qualified information security professionals

EMERGING TECHNOLOGY

- Sharing competitive intelligence and product reviews/recommendations
- Analyzing owner and member needs in relation to PSA offerings
- Investigating emerging technology
- Investigating alternative product solutions

EXECUTIVE LEADERSHIP

- Creation and sharing of leadership curriculum and best practices
- Investigating emerging leadership methodologies
- Sharing and creating mentorship opportunities
- Create training supporting talent development and team leadership

FINANCE & ACCOUNTING

- Maintaining business through growth and downturn cycles
- Cash management
- Methods of accessing capital
- Financing options
- Tax law and regulatory changes
- New accounting standards

MANAGED SERVICES

- Monetizing the RMR proposal
- Identifying MS products and services
- Sales and customer communication strategies
- Create training supporting recruiting, hiring and retaining qualified Managed Services sales teams

MARKETING

- Generating traffic and leads
- Growing SEO
- Content creation, distribution and amplification
- Proving ROI of marketing activities
- Website management

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NEXT GENERATION LEADERSHIP

- Generational shifts in the workplace
- Succession planning
- Retention and development of high potential employees
- Training newly promoted leaders
- Promoting diversity, equity and inclusion

OPERATIONS

- Operational efficiency
- Operational best practices and metrics
- Operations and customer communication strategies
- Creation and sharing of easy to understand and use operations-based content
- Create training supporting recruiting, hiring and retaining qualified security operations talent

P.E.O.P.L.E.

- Training and developing talent
- Furthering diversity, equity and inclusivity within the security industry
- Recruiting and retaining talent
- Hiring strategies
- Identifying new talent pools to recruit from

PROCUREMENT

- Overcoming supply chain challenges
- Control and visibility of spending
- Sourcing strategy implementation
- Influencing suppliers
- Procurement transformation via technology

SALES STRATEGY

- Sales plan development
- Customer outreach/relationship development
- Lead generation
- Create training that supports talent acquisition and development of sales teams
- Creation and use of sales tools
- Sales management

SERVICE

- Creating processes and procedures
- Service teams as sales teams
- Identifying RMR opportunities
- Preventative maintenance
- Service contracts

WOMEN

- Attracting next generation women leaders to security
- Addressing unconscious biases in security
- Navigating challenging workplace situations
- Professional development for women leaders
- Harnessing the attributes of femininity to improve the security industry

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