



DEDICATED TO DIGITALLY
TRANSFORMING THE WAY PUBLIC
SAFETY SERVICES OPERATE

WWW.PRO-CLOUD.ORG

Providing software solutions that will improve efficiencies, reduce risk and guarantee compliance procedures are always adhered to.

At CSS it is our priority to deliver value to our customers from day one, digitally transforming the way teams work and continually innovating to provide only the most advanced software offerings on the market. Our proven solutions assist in managing everyday processes, work together to streamline operations and help you to protect the wider community.

We offer modular software packages that have been tailored to the public safety sector.

SOFTWARE PORTFOLIO AT A GLANCE:



PRO-CLOUD

Business-critical software that handles the complete lifecycle of physical assets from cradle to grave in real-time. It obtains historical asset records, centralises all data and ensures every asset movement is tracked and traced without fail. The solution can be used by any market sector that requires its physical assets to be managed and controlled.



PRO-CLOUD AMBULANCE

Designed with ambulance organisations to offer a tailored asset and stock management solution that always delivers. It automates critical areas of the ambulance operation supply chain, it is demonstrably resilient, with high availability and huge system redundancy.



PRO-CLOUD BLUELIGHT

Fully configurable asset, fleet, task and test management software specifically designed to meet the ever-demanding requirements of a fire and rescue service.



PRO-CLOUD FORENSICS

Full loop asset management software that manages specialist equipment and consumables for crime scene investigations, which supports anti-contamination procedures.

TESTIMONIALS

BBC



"The BBC Archives procured the Pro-Cloud product from CSS in 2017. We have worked together to tailor the Pro-Cloud stock management product to meet the BBC Archives' specific requirements. CSS provided features and functionality to enable precise storage management, auditing and reporting of the BBC's 7 million media assets."

ST JOHN AMBULANCE



**St John
Ambulance**

"This has been a great project to lead on behalf of the charity and the support received from the whole team at CSS has been outstanding. They have proven to be reactive to our requests for small changes in processes and capabilities and delivered on three specific development workstreams. We now continue to go from strength to strength and this improves our safety and governance for our patients and volunteers."

NORTH YORKSHIRE FIRE & RESCUE



**NORTH YORKSHIRE
FIRE & RESCUE SERVICE**

"The process has been rigorous throughout and, we are pleased with the outcome. It future proofs our compliance, allows us to track and trace assets for product recall reasons, assists with budget setting and much more."

THE SOLUTIONS

Envisage how our software modules will transform areas of your operation and will work together to improve public safety processes throughout your service.



PRO-CLOUD



PRO-CLOUD
AMBULANCE



PRO-CLOUD
BLUELIGHT



PRO-CLOUD
FORENSICS

STANDARD MODULES

ASSET & INVENTORY MANAGEMENT



This paperless module manages stock control, asset traceability, asset lifecycles and more. We aim to support services to digitally transform their processes, giving full visibility and control of stock and assets across multiple locations and functions, aiding services to reach and exceed their objectives.

As soon as an asset is commissioned into a service it is allocated a unique tracking number, which is used throughout its lifecycle. Pro-Cloud records every asset movement from the goods in process, activity completion, stock loss through to scrap or decommission functions.

Pro-Cloud is highly configurable and handles a variety of asset classes to suit service requirements.

STOCK MANAGEMENT



Keep stock visibility high and ensure every asset movement is recorded in real-time

The Pro-Cloud goods in procedure, activity completion, scrap and stock loss functions are all integrated into hand-held scanning devices ensuring that every asset movement is recorded in real-time.

This is where stock takes occur and alerts are generated when stock reaches a certain threshold, providing a centralised stock management solution that monitors stock levels and tracks financials for efficient forward-thinking planning and stock transfers when required.

MOBILE WORKFORCE



On-the-go working by using the Pro-Cloud mobile application comes as standard and means your staff have the Pro-Cloud system at their fingertips. They are notified of their activities, can mark tasks as complete and are alerted to important information, resulting in an anytime, anywhere working solution.

CATALOGUE MANAGEMENT



Our catalogue management module is highly configurable and handles a variety of asset classes including tracked assets, non-tracked assets, consumables and services.

A comprehensive information profile of the product can be recorded including but not limited to:

- Manufacturer (webpage, details, manufacturer code)
- Purchase and Sale Costs
- Stock holding levels (minimum and maximum levels)
- Usage limitations (Health and Safety guidance)
- Delivery implications
- Warranty and Shelf-Life Period
- Product Image

TASKS & SERVICING



Ensure your critical everyday equipment is always safe, usable and remains in action by using the tasks and servicing module. The module automates scheduled servicing/tasks, processes adhoc tests with questionnaires and enables the set-up of equipment fault notices, which when required are escalated to the appropriate personnel to ensure an item is quarantined and replaced immediately.

BUSINESS INTELLIGENCE REPORTING



Business Intelligence Reporting is a business analytics service by Microsoft, which aims to provide interactive visualisations and business intelligence capabilities with an interface simple enough for end-users to create their reports and dashboards. It allows for both in-built and bespoke reports to be generated at any time, allowing you to drill down and analyse every part of your operations.



BOLT-ON MODULES

WORKSHOP MONITORING

The workshop monitoring module is where key activities take place, enabling close management and control of equipment repairs, refurbishments, and modifications. Create a workshop job at any stage of the asset management process and assign the appropriate person for the chosen activity.

PURCHASING

Gain control of your buying procedures and automate the receipt of goods received process.

Streamline procurement processes, gain control of your buying processes and eliminate the need for double entry into two separate systems. The automated nature of Pro-Cloud combined with our purchasing functionality ensures cost, depreciation and lead times of stock are managed 24/7.

MAKE READY

The Make Ready module ensures your fleet of vehicles and the critical equipment required for every emergency call-out is ready for action, with a complete audit trail of the activities completed to reach this status.

Vehicle Status

Every time a vehicle arrives back at a hub for shift change the make ready process is initiated. The make ready process includes:

- In cleaning
- Daily inspections
- Fuel checks
- Sent to workshop (if required)
- Inventory checks
- Asset Packing

Pro-Cloud Ambulance records the entire process and reports on the outcomes in real-time.

RFID TECHNOLOGY (RADIO FREQUENCY IDENTIFICATION)



Transform your everyday inventory checking process with our RFID solution and read multiple RFID tags simultaneously, increasing efficiency and saving time compared to traditional barcoding methods.

RFID inventory checking can be used in warehouse management, the make-ready process or by your emergency services team to confirm all equipment is present before leaving an incident.

By using a hand-held RFID reader, a single scan can detect the presence of multiple RFID tags making equipment checks quicker and simpler for end-users. This eliminates problems such as leaving expensive equipment behind or taking items that belong to another team.

THE RFID READY TO GO APPLICATION



Revolutionise the way you track and trace critical everyday equipment by using RFID technology and the innovative Pro-Cloud mobile application. The process works by installing RFID readers and an antenna within a vehicle which is activated when the doors are closed. As soon as the door is closed, all RFID tags are automatically scanned and the outcome is immediately synchronised to the mobile app. The user can then review the results of the scan and react accordingly. The scan results include:

1. Confirmation of equipment on board
2. Missing equipment
3. Unexpected inventory items

For fast-response vehicles, we also provide hand-held RFID readers as alternate hardware to the fixed readers. These hand-held readers provide the same outcome as the fixed readers but require user involvement and a status location to be scanned before the RFID scan can take place.

THE PRO-CLOUD RFID GATEWAY



The RFID Ready to Go app requires minimal configuration and can be used anytime, anywhere. By using our revolutionary Pro-Cloud RFID Gateway, you will be able to receive real-time updates and complete immediate inventory checks out in the field without the need for Wi-Fi connectivity.

The RFID Gateway is a tiny computer that is used with the Pro-Cloud app for the quickest and most powerful data processing available, ensuring our software is always in use without having to rely on an internet connection. When using the Ready to Go app and RFID together emergency response times will never be compromised and equipment won't be left behind.



STOCK REPLENISHMENT (AUTO-TRANSFER)



Improve your everyday inventory management efficiencies further by using our Auto Stock Transfer feature. This feature will transform the way you work and will take the manual process out of stock replenishment (equipment, consumables, and medicines) for the day ahead.

Our “Suggested Picking Location“ feature ensures the picking process is maximised in time and effort, especially in large warehouse facilities.

The auto-transfer is completed when the order is delivered and the hub staff mark the order as received. The stock holding within the hub is then automatically updated and the main warehouse stock levels are adjusted accordingly.

FLEET MANAGEMENT



Maximise your fleet efficiencies and reduce costs across your service

The Pro-Cloud Fleet solution can be used as a standalone product or in conjunction with the Pro-Cloud asset management solution. When used together vehicles and assets are seamlessly integrated into one platform to ensure organisations can manage, track and maintain every part of their operation without the need for multiple integrations.

THE PRO-CLOUD RFID SMART VEHICLE

Increase efficiency and reliability throughout your inventory with our revolutionary RFID Ready Smart Vehicle Solution!

The Smart Vehicle demonstrates how a full RFID ready remote solution for Public Safety Services can work. To activate the solution, you simply close the doors of a vehicle and an RFID scan will be initiated, automating data collection and reducing human effort and error.

- Identify equipment without direct line-of-sight
- Scan items from inches to feet away
- Update data in real-time
- Under 100 milliseconds read time per tag

Interested in finding out more? Scan the QR code to visualise how our RFID Smart Vehicle solution will transform your service.



HARDWARE

Through working closely with the unrivalled global hardware organisation Zebra Technologies, CSS can offer some of the best hardware solutions at the best possible price, ensuring you achieve maximum benefits when using our software.



Recommended hardware products:

TC26 MOBILE COMPUTER

The ultimate cost-effective touch computer built for small and big businesses. Give all your teams the tools they need to ensure equipment is accurately managed effectively through the Pro-Cloud solution. The integrated mobile scanners capture all barcodes, ensuring your equipment is always digitally recorded and locations are constantly updated, reducing the loss of stock.



RFD40 UHF RFID SLED

Transform your mobile computers into an RFID solution by using the RFD40 RFID Sled. The RFID powerhouse can tackle all your RFID and data capture needs long into the future. Decrease time spent on inventory checking with an industry-best 1300+ tag reads per second, optimised read range and increased battery capacity.



ZT411 INDUSTRIAL PRINTER

This printer has a rugged and durable design and is recommended for any organisation that requires high volume in a warehouse setting. Featuring advanced technology including a large colour touch display and versatile connectivity options - these printers take performance to a new level and are adaptable for your evolving needs.





ZD621 LABEL PRINTER

If you are looking for a portable mobile printer that can be transferred from location to location, we would recommend the ZD621 label printer. This premium desktop printer brings advanced industrial printing quality to a compact desktop printer, offering the fastest speeds and best quality in its class.



The ZT411 and ZD621 are also available as RFID solutions, enabling the printing of RFID specific labels if required. These printers are ideal for organisations that require the most robust labelling options on the market, ensuring equipment tracking is never compromised.

HYBRID LABELLING SOLUTIONS

Effective labelling is paramount when tracking assets effectively. All asset tags will have a unique built-in ID number, allowing you to track and trace assets throughout their complete lifecycle. Pro-Cloud offers a versatile barcoding system and is compatible with RFID, GS1 barcodes & QR codes.

GS1 BARCODING

GS1 Barcodes are unique numbers to identify assets and are used throughout a variety of market sectors. They are fully compliant with Pro-Cloud and can be applied to all assets on request.



QR CODES

QR codes can be used for an asset and its storage location. They are extremely responsive and we always recommend that they are used as a labelling option, alongside the traditional barcoding method.



RFID

RFID is an intelligent asset tagging option that will talk to Pro-Cloud and detect every asset in one go. The advanced technology is ideal for larger organisations and will save significant time compared to traditional barcoding methods.

*Specific handheld devices are needed for this to take place, which can be provided by CSS if required.





IMPLEMENTATION & CONSULTANCY

PROJECT IMPLEMENTATION PROCESS - THE TRANSITION FROM LEGACY SYSTEMS

One of our main areas of consulting is working with customers to ensure project implementations run smoothly, which involves, end-to-end project management that includes detailed system specifications, configuration planning, pre-system go-live testing and full documentation to inform of the changes that will take place.

We deliver value to your organisation from day one.

MIGRATION

To ensure a successful 'Go Live' one of the most fundamental and important tasks is to have a full audit trail of historic data from existing systems or processes. We offer a full and seamless data migration process and our Technical Team will import, match and help you cleanse data.

BUSINESS PROCESS REVIEW

Our modular Pro-Cloud solution is aimed at delivering cost efficiencies for any business, big or small. As part of our service, we review your current business processes with our team making suggestions if necessary, making sure you get the best return on your investment.

SERVICES

HOSTING

Pro-Cloud is a cloud-based solution and is a fully redundant server architecture provided/managed by the market leader, Rackspace.

System availability is excellent, always achieving zero downtime through full failover on duplicate sites across the UK.

SOFTWARE SUPPORT

We are fanatical about customer support that operates as over the phone support and an online ticketing system which comes as standard. Our 'in-house' helpdesk system, Zendesk, deals with all Pro-Cloud queries, with a fully auditable ticketing trail in email form for peace of mind for both parties.

The helpdesk utilises industry-standard benchmarking to gauge standards set across the industry as a whole. Based on this information the team work towards and strive to exceed specific key performance indicators such as ticket resolution times.

We also operate a Live Chat Service if immediate assistance is required.





ON-SITE SUPPORT

On request a member of our Project Delivery Team will provide on-site assistance, making sure all software and hardware queries are dealt with and your staff are fully equipped to use the platform going forward.

As well as providing complete reassurance on how to use Pro-Cloud, on-site assistance can include:

- Refresher scanner training
- Configuration of service locations
- Inventory checks
- Where inventory information can be viewed within the system, including the full history of items
- How items can be found by serial number
- Labelling procedures - ensuring all assets are labelled

TRAINING

Our approach to training is meticulous as we want to make sure our software is used to its optimum, which is why we recommend a certain amount of training sessions depending upon the size of your organisation. This training will enable personnel to begin using Pro-Cloud instantaneously. After go-live, access will be provided to our interactive learning tool and help guide materials.

On request, our team will also provide managerial training sessions to make sure services are benefiting from the fundamentals of the system. Throughout these sessions managers and other identified authorised officers will learn everything needed to equip themselves including; reporting, viewing historical asset and workforce scheduling data, how to view and drill down within the task and testing board, assign tasks and set up new users.

API INTEGRATION

With the capability of integrating with a variety of sources, our Project Delivery Team will ensure your internal systems are integrated into Pro-Cloud, making sure they communicate effectively together for single system entry and a full loop solution offering.

SINGLE SIGN ON

Azure AD integration and two-factor authentication can be requested as part of your Pro-Cloud contract. This integration means that the system links with your organisations active directory, securely validating employees to their email address after one single login to the system.



OFFLINE CAPABILITIES

The Pro-Cloud application has offline capabilities and will allow users to complete activities, search the inventory, facilitate inventory checks and any tasks or tests on the equipment i.e. pre or after-use tests without the need for internet connectivity. All information syncs back automatically once the device gains connectivity.

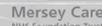
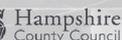
INTEGRATED TELEPHONE SYSTEM

Pro-Cloud integrates with leading telecommunication solutions, enabling cloud-based voice over IP (VoIP) technology to be used throughout an organisation. Having such a system in place brings a flexible approach to working; giving your workforce the freedom to work in the field or from home.

WHITE LABELLING

On request, Pro-Cloud can be customised to your organisation allowing you to configure your domain, logo, and splash screens.

SOME OF OUR CUSTOMERS



Community and Mental Health Services



Cyngor Abertawe Swansea Council



Blauenau Gwent



SALES@CSSEUROPE.CO.UK

WWW.PRO-CLOUD.ORG | 0800 652 0488

2 & 3 PARKSIDE COURT, LICHFIELD

STAFFORDSHIRE, WS13 7FE



Powered by Pro-Cloud



CSS 631 | ISSUE 1.1