PRO-CLOUD

THE COMPLETE ASSET MANAGEMENT SOLUTION

WWW.PRO-CLOUD.ORG

AUTOMATE EVERYTHING

Pro-Cloud®

WHO ARE WE

With over 26 years of experience and successful business across the UK, you can really rely on CSS and the Pro-Cloud solution, with a proven track record of assisting companies just like yours to obtain efficiencies and cost savings. Our portfolio of clients range from SMEs to large corporations, enabling us to adapt our approach and offering to suit.

Our team of people are digital transformation experts, they have unparalleled knowledge and the tools to ensure Pro-Cloud is implemented successfully every single time. We provide a range of services including software development, consultancy, training and hardware management. Spanning emergency services, healthcare organisations, museums, media organisations, manufacturing and logistics to name a few.

Our customer retention is excellent with many of our customers continuing to utilise our services year on year, trusting in us to keep giving them the software and support they need to run their business most efficiently.

WHY CHOOSE US

Become paperless and transform the way your assets are managed and maintained. Offering the ultimate in features and functionality, setting us apart from other asset management solutions.

Join our portfolio of customers and begin your Pro-Cloud journey, guaranteeing a streamlined asset management process.

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."

CALDERDALE COUNCIL

"Implementing this system has allowed our service to finally become 'paper free'. We no longer require the use of paper prescriptions and all delivery staff are able to use their handheld devices effectively and efficiently. This has greatly reduced the amount of admin work required by office staff."

THE STATISTICS

OVER **70**
CONTRACTS UTILISING
PRO-CLOUD

100,000+
USER ACCOUNTS

14,145,435
UNIQUE ASSETS
REGISTERED IN PRO-CLOUD
+ 7 MILLION
INVALUABLE ASSETS (BBC)

THE SOLUTION

THE PRO-CLOUD SOLUTION

ASSET MANAGEMENT

Gain complete control and real-time visibility of your catalogue of assets by making use of Pro-Cloud's asset tree structure, asset locations and sub-locations. Our comprehensive labelling procedure is where this module lies, delivering valuable and accurate stock management data that is automatically accessible.

Using such advanced labelling technology means all your assets can be tracked 24/7, reducing the loss of equipment and bringing synergy to your warehouse. Pro-Cloud is compatible with a multitude of barcoding solutions including RFID, NFC, GS1 and QR codes.

STOCK MANAGEMENT

Pro-Cloud offers the highest levels of stock visibility, managing stock movements, including real-time usage and valuation.

The integrated nature of the Pro-Cloud goods in procedure, activity completion, scrap and stock loss functions are all logged through the use of a hand-held scanning device, ensuring that every asset movement is recorded in real-time. Quantity alerts can also be set to ensure you never go out of stock again and financials can be recorded within the system, automating equipment depreciation.

SALES ORDER PROCESSING

Manage your entire sales order process through Pro-Cloud and ensure all your orders are centralised in one location. Meticulous order processing is fundamental for any business that sells or hires equipment, bringing to you bespoke, seamless sales ordering where your customers can place orders and collections online.

MOBILE WORKFORCE

Through the use of Pro-Cloud's mobile app personnel will be able to notify others of important information within moments, resulting in an anytime, anywhere working solution that can be used throughout your business operations.

Automate job schedules and allocate staff workflows, make adjustments when necessary through real-time analysis, and be left assured that your people will always receive updates whether on or offline. A multitude of mobile devices or handheld scanners can be used with the mobile app, to provide ultimate efficiencies for all organisations.

TASKS & SERVICING

Eliminate paper outlay and automate planned preventative maintenance, ad hoc tests or a mixture of both and alert personnel when required.
This module allows you to create and assign test activities to assets and staff at the click of a button. Set-up questionnaires and configure them to your requirements, ensuring equipment is tested in line with standard regulations.

In real-time managerial staff can log into Pro-Cloud and view all incomplete, passed and failed activities. If an activty fails, custom email alerts can be arranged so issues are resolved as quickly as possible, allowing for full analysis of failure trends enabling better procurement decisions based on these results.

THE SOLUTION

ROUTE OPTIMISATION & LOGISTICS

Optimise routes and schedules to save time, money and to reduce your carbon footprint. This module will enable you to stay in control of your operations and will increase the number of deliveries per day, ensuring productivity is kept high and jobs are completed as efficiently as possible.

When using Pro-Cloud's Routing & Scheduling module the amount of customers you reach will increase and the shortest route will be used every time. Reducing planning and cutting mileage results in a more proficient process and increased profits for your organisation.

MANAGEMENT INFORMATION

Pro-Cloud utilises Power BI reporting, which is a business analytical service by Microsoft. It aims to provide interactive visualisations and business intelligence capabilities with an interface simple enough for end-users to create customised reports and dashboards.

Pro-Cloud also has an in-built library of reports that can be created anytime, or if required, something more customised can be created.

CLIENT RELATIONSHIP MANAGEMENT

Manage your customers, make sure they receive the communication they deserve, and create customer relationships that every organisation aims to achieve.
View order updates and make changes to profiles when needed, ensuring the correct information is always included.

BOLT-ON MODULES

PURCHASE ORDER PROCESSING

Streamline procurement processes resulting in real-time harmonisation with other areas of your business, including API integration functionality. Create purchase orders with ease, automate them when required and send them directly to suppliers, ensuring you always have a record of what's being purchased.

Bring correlation to the stock going out and coming in - resulting in better purchasing decisions, reducing stock wastage.

FLEET MANAGEMENT

Pro-Cloud raises the bar on fleet automation, bringing instant visualisation to your owned, leases, or hired fleet in one simple to use interface. Our fleet management module not only takes care of day-to-day servicing, MOT, tyre and inspection management but also collects vital information of drivers and their activities through in-built telematics trackers.

SUPPLIER MANAGEMENT

Be in control of your supply chain.

When requesting a quotation from a supplier you can set a deadline for when it needs to be completed by. Once suppliers have responded and the quote is under review, the supplier management system will provide a comparison and advise you of the best price.

An informed decision can then be made in regard to which supplier the order should be placed with.

WORKSHOP MONITORING

Create a workshop job at any stage of the asset management process. Assets requiring workshop attention are scanned and displayed in the workshop module as a new arrival, which is then assigned to an agent for the chosen activity to be completed. All costs and parts associated with an activity are fully traceable against the asset records.

View all job status's through the Pro-Cloud dashboard and ensure workflows are being adhered to and your assets are getting back in action as quickly as possible.

Planned
2
Workshop
0

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. This involves end-to-end project management (including detailed system specifications) configuration planning, pre-system go-live testing and full documentation to inform of the changes that 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 businesses, 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.

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.

SERVICES

Pro-Cloud®

SERVICES

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.

Pro-Cloud®

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 benefitting 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 testing board, assign tasks and set up new users.

SERVICES

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 128 codes, NFC, QR codes & GUID.

RFID technology automates data collection and reduces human interaction, supporting tag readings without having to scan item-by-item. RFID readers can read multiple RFID tags simultaneously increasing efficiency and saving time compared to traditional methods.

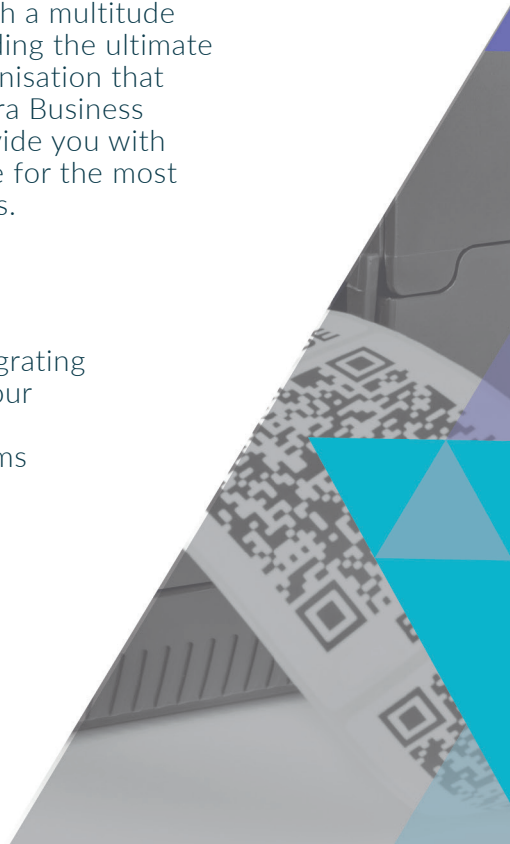
Utilising RFID fixed readers is also an option if required.

HARDWARE

Pro-Cloud can be used with a multitude of different devices, providing the ultimate in efficiencies for any organisation that signs up. Through our Zebra Business Partner status we can provide you with the best possible hardware for the most competitive pricing options.

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.



Pro-Cloud®

BARCODE
BARCODE
BARCODE
ZEBRA
BUSINESS PARTNER
RFID Specialist

SINGLE SIGN ON

Azure directory 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, 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.

Pro-Cloud®

SERVICES

WHO WE SERVE

- Healthcare Services
- Ambulance Services
- Fire & Rescue Services
- Museums, Media & The Arts
- Local Government
- Logistics
- Forensic Scientific Services
- Manufacturing
- Equipment Delivery/Leasing
- Warehouse Management
- Field Service Management

ACCREDITATIONS

bsi. ISO 9001:2015 Quality Management FM652644

CYBER ESSENTIALS PLUS

ico. Information Commissioner's Office

FRAMEWORKS

Crown Commercial Service *Supplier*

A FEW OF OUR CUSTOMERS

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