PRO-CLOUD AMBULANCE

THE FUTURE OF ASSET MANAGEMENT AND AMBULANCE SERVICES

CSS

Pro-Cloud Ambulance is software that has been designed with ambulance organisations to offer a tailored asset and fleet 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. It supports the overwhelming pressures on the modern-day ambulance service, ensuring the despatching of ambulances to patient emergencies is guaranteed.

Pro-Cloud Ambulance can be integrated with existing NHS systems and is centred around revolutionary RFID technology, ensuring ambulances, equipment, consumables and medicines are always tracked and traced in real-time. The system triggers an activity when stock levels require attention and a picklist will be automatically created, allowing make ready teams to prepare for the re-stocking required on the ambulance's return.

The solution is scalable and can be configured to suit, enabling the management and tracking of key high-value items or all onboard assets.

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As well as ambulance services, we have been providing enterprise solutions to the NHS, emergency services, public, private and charity sectors for over 25 years with over 70 contracts and hundreds of thousands of users utilising Pro-Cloud daily.

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

ST JOHN AMBULANCE

"Before the Covid-19 pandemic arrived we in St John identified the need to replace an outdated method of recording our assets. Having just selected CSS to partner us on this journey and as the pandemic took hold, we decided to press on with this transformation knowing that it would be a difficult ask for all concerned. As the core team worked on developing the solution and its implementation, St John volunteers had already given hundreds of thousands of hours of their time, supporting the NHS Ambulance Trusts, in hospitals and as part of vital community projects such as being asked to train staff volunteers from across all walks of life to deliver the Covid-19 vaccination programme. Knowing that we needed to continue to look forward and consider what the 'new normal' may look like we feel that having a solution such as Pro-Cloud is vital. 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 throughout the tender and pre-implementation phases. They have proven to be reactive to our requests from small changes in processes and capabilities and delivered on three specific development work streams. We have created over 415 locations and in the region of 500 ambulances and spent 6 months 'laying hands' on all our equipment. We now continue to go from strength to strength and this improves our safety and governance for our patients and volunteers."

Steve Eversfield, National Equipment Manager

OVER **70**
CONTRACTS UTILISING
PRO-CLOUD

100,000+
USER ACCOUNTS

14,145,435
UNIQUE ASSETS
REGISTERED IN PRO-CLOUD

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THE PRO-CLOUD AMBULANCE SOLUTION

CATALOGUE MANAGEMENT

Our catalogue management module is highly configurable and handles a variety of asset classes including, clinical equipment, clinical consumables, medicines, and uniforms. It ensures every aspect of your inventory is centralised in one location for full visibility of stock across an entire ambulance operation within moments.

ASSET & INVENTORY MANAGEMENT

Pro-Cloud Ambulance is a paperless solution that manages stock control, asset traceability, asset lifecycles and much more. We aim to support ambulance 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 the objectives outlined in their Ambulance Operation Modernisation Programmes. 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 Ambulance records every asset movement from the goods in process, activity completion, stock loss through to scrap or decommission functions.

STOCK MANAGEMENT

Keep stock visibility high and ensure every asset movement is recorded.

The integrated nature of the Pro-Cloud Ambulance 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 will monitor stock levels and track financials for efficient forward-thinking planning and stock transfers when required.

POWER 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 inventory.

Using our reporting suite will assist health and safety compliance procedures and will enable you to complete fleet and inventory audits with ease.

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 maintenance/tasks, processes ad hoc 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.

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 or station for shift change the make-ready process is initiated. The make-ready process includes:

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

Pro-Cloud Ambulance records the entire process and reports on the outcomes in real-time. The Vehicle Status Dashboard drills down and displays the status of a vehicle, stating if it is pending and waiting for the make-ready process to commence, if the vehicle is in preparation, or if it has been kitted out with equipment and is ready to use.

PRO-CLOUD AMBULANCE MOBILE APPLICATION

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

Pro-Cloud Ambulance

ASSET PACKING

Become paperless and ensure your critical emergency bags are packed securely and correctly every time!

This Pro-Cloud Ambulance feature is part of the inventory checking process and is the quickest way to move assets into a bag and to the ambulance area ready for use. It is most efficient way to track asset items, batch items, and batch sets that are contained in a critical ambulance bag.

Simply scan a bag that you want to pack and the Pro-Cloud Ambulance app will complete an inventory check for you. If the bag contains items from the required inventory list they will be listed and selected to stay contained within the package. Assets that need to be added to the bag for completion will then be picked and scanned from their specific locations and packed into the bag. This adjustment is then automatically updated on the system and quantities are reduced.

RFID TECHNOLOGY

Transform our everyday inventory checking processes 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 the ambulance crew 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 such as the ambulance crew. This eliminates problems such as leaving expensive equipment behind or taking items that belong to another ambulance crew or trust.

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THE RFID READY TO GO MOBILE APPLICATION

Revolutionise the way you track and trace critical everyday equipment by using RFID technology and the innovative Pro-Cloud Ambulance Ready to Go mobile application.

The process works by installing RFID readers and an antenna within the ambulance which is activated when the vehicle doors are closed. As soon as the door is closed, all RFID tags are automatically scanned and the outcome is immediately synchronised/synchronised immediately to the Ready to Go 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
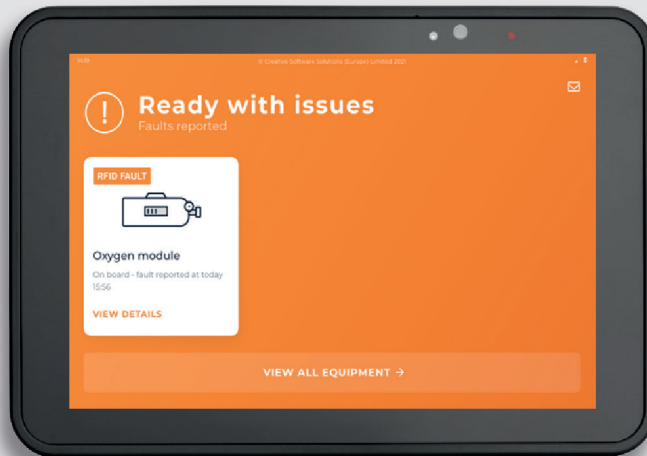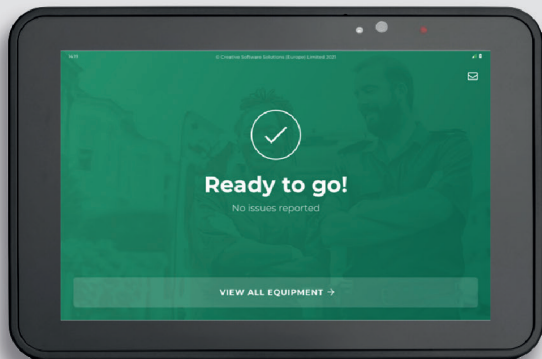2. Missing equipment
3. Unexpected inventory items

By using the Ready to Go app, the crew can also report faulty equipment. This alerts the Make Ready hubs in advance to ensure they have a replacement ready for a changeover.

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 need for Wi-Fi connectivity.

The RFID Gateway is a tiny computer that is used with the Pro-Cloud Ambulance 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.

Ready to go!
No issues reported

VIEW ALL EQUIPMENT →

Ready with issues
Faults reported

RFID FAULT

Oxygen module

On board - fault reported at today
15:56

VIEW DETAILS

VIEW ALL EQUIPMENT →

STOP!
Vital equipment missing

Defibrillator
Last seen today at 15:55
at 14 Green street, WS8 8TR

UPDATE STATUS

Portable suction pump
Last seen today at 15:55
at 14 Green street, WS8 8TR

UPDATE STATUS

Oxygen module
Last seen today at 15:55
at 14 Green street, WS8 8TR

UPDATE STATUS

VIEW ALL EQUIPMENT →

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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 an ambulance service 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.

WORKSHOP

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. Every step of the workshop process can be viewed within the Pro-Cloud Ambulance interface including but not limited to; initial job allocation, in progress, awaiting sign off and job completion. This module displays associated costs and parts used for repairs and enables comparisons to be made. With all your workshop data in one centralised location, you will be able to access historic data and evaluate workshop trends within moments.

PURCHASING

Streamline procurement processes, gain control of your buying processes and eliminate the need for double entry into two separate systems. All orders, whether using the Pro-Cloud Ambulance purchasing module with or without API integration, include purchasing authorisations for order value with operative supervisor, manager and senior manager approval if required. The automated nature of Pro-Cloud Ambulance combined with our purchasing functionality ensures cost, depreciation and lead times of stock are managed 24/7. Purchasing authorisation alerts are achieved within the Pro-Cloud Ambulance solution, via email and SMS based on the user's profile.

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. Configure Pro-Cloud Ambulance to your minimum and maximum stock requirements and let the system automatically request new stock when the levels reach these thresholds.

To keep visibility high across the entire service you can use our wallboard dashboards at your warehouse and hubs. For a warehouse, these wallboards will display auto-transfer requests and the picking and despatch statuses to ensure staff at both ends have full visibility of the order progress.

PRO-CLOUD FLEET

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

The core Fleet modules include:

FLEET MANAGEMENT

Pro-Cloud Fleet gives you a complete visualisation of your fleet estate. Using the DVLA API lookup, you can easily download accurate information at the point of registration. Key information such as MOT, Road Tax, Insurance, and Lease details can be recorded to facilitate future renewals. The ambulance replacement plan is aided by the calculation and storage of the replacement year, which helps in Capital and Forecast Expenditure planning.

FLEET MAINTENANCE

Set maintenance patterns for your fleet by recording inspection and service start dates. The Service Schedule dashboard will help you monitor when an inspection or a service is due and provide future dates per calendar year for consistent maintenance plan management. Stations will have visibility of when an ambulance is due for maintenance enabling appropriate arrangements for a replacement or to take the call sign off the run throughout this period. Our electronic maintenance module ensures your service becomes fully paperless with all the checks configured into our mobile app.

FLEET ACCIDENT MANAGEMENT

Our Fleet Accident Management component enables the user to record information at the scene of an accident. The recorded accident can then be taken up by the relevant person responsible and remain open on our fleet system until resolved. In addition to this, our telematics data can assist in investigating the accident.

TELEMATICS

Want to go beyond Fleet Management and monitor ambulance utilisation and performance? If so, then Telematics can be deployed as a bolt-on to the Fleet Solution. With telematics, day-to-day ambulance data is collected and shared with the end-user where driving behaviour is monitored. This includes acceleration, deceleration travelling speeds, and cornering at speed data. This can be used to review and improve non-compliance to safe driving when not in emergencies as well as when the ambulance is travelling in blue light mode. Telematics data doesn't only inform you about driving behaviour but also the ambulance-in-operation data such as the GPS location, fuel levels, lights, tyre wear and safety (seat belt-in-use) when the ambulance is in motion. The Fleet Telematics dashboard processes all this data into a simple content-based format that can be viewed over any period.

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HARDWARE

Pro-Cloud Ambulance can be used with a multitude of different mobile devices and label printers, providing the ultimate efficiencies for any ambulance service. Through our Zebra Business Partner status, we can provide you with the best possible hardware options for the most competitive pricing options.

ZEBRA
BUSINESS PARTNER
RFID Specialist

ZEBRA
SOLUTION PARTNER

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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 Ambulance offers a versatile barcoding system and is compatible with RFID technology. Multiple RFID tags can be read simultaneously, increasing efficiency, reducing human error, and saving time compared to traditional methods.

RFID EQUIPMENT

We pride ourselves on being one of the first providers to offer a combined fixed and read-only RFID solution

We know how important it is to use the correct hardware in conjunction with our Pro-Cloud Ambulance solution, which is why we work closely with Zebra Technologies and were successfully awarded as certified Zebra RFID specialists. Being Zebra specialists enables us to offer the most advanced RFID hardware that will help you achieve the maximum inventory tracking outcome your ambulance service needs. Ensuring you use the correct RFID offering won't only provide you with a comprehensive asset tracking solution, it will also save you valuable time and money in the process.

RFID equipment includes but isn't limited to:

Handheld RFID Readers
Transform your everyday mobile computer into an RFID solution by using an RFID sled, enabling quick and easy scanning of RFID labels and tags.

Zebra RFID Fixed Readers
A fixed reader is the next level in inventory management, enabling an instantaneous inventory check, ensuring vital assets are never missed.

Zebra RFID Antenna
Specifically tested with Zebra's fixed readers an RFID antenna will ensure communication with RFID tags is accurate, fast, and efficient.

The combination of RFID hardware ensures missing or faulty equipment is identified immediately, allowing staff to update the status or retrieve it before leaving a scene.

IMPLEMENTATION & CONSULTANCY

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 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.

SOFTWARE SUPPORT

We are fanatical about customer support that operates as over the phone support and an online ticketing system that comes as standard. Our 'in-house' helpdesk system, Zendesk, deals with all Pro-Cloud Ambulance 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.

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SERVICES

TRAINING

We pride ourselves on our meticulous approach to training and want to always ensure that our software is used to its optimum. The number of training sessions recommended varies depending upon the size of your service, with the aim of users using Pro-Cloud Ambulance effectively and immediately after training.

To support training sessions and 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.

API INTEGRATION

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

SINGLE SIGN ON

As part of our easy-to-use software offering, we provide a single sign-on solution using Microsoft's Azure Active Directory technology. Our team can bulk import all user data from your active directory domain to begin the user account creation process.

HOSTING

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

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

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