Pro-Cloud™

Public Safety

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Step into a world of transformative software solutions, where efficiencies soar, risks diminish, and unwavering compliance becomes the norm. At CSS, we're dedicated to delivering immediate value, orchestrating a digital revolution in teamwork, and consistently pushing the boundaries of software innovation. Our tried and tested solution revolutionises daily operations, streamlining processes, and emboldening you to safeguard the broader community. Discover the possibilities at www.pro-cloud.com. Our comprehensive cloud-based asset management and tracking solution is meticulously crafted for all facets of the public safety sector. Armed with modular programs tailored to Ambulance, Fire and Rescue, and Police services, it automates supply chain management, schedules maintenance and repairs, and leaves no asset unaccounted for with its fully traceable audit trails.

Embrace efficiency without compromise across the public safety landscape, powered by Pro-Cloud Public Safety - your modular software companion.

www.pro-cloud.com

TESTIMONIALS

COUNTY DURHAM & DARLINGTON FIRE & RESCUE SERVICE

"We are confident that the investment we have made, supported by the good relationship we have developed with CSS (Europe), will soon begin to pay for itself as well as greatly improving visibility and assurance that we are getting the best out of operational assets and minimizing our whole-life costs"

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."

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"

St John
Ambulance

THE SOLUTION

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

STANDARD MODULES

ASSET & INVENTORY MANAGEMENT

Experience the future of efficient stock control and asset traceability with our cutting-edge paperless module. Seamlessly managing every aspect of your assets' lifecycle and more, this module empowers businesses to embark on a digital transformation journey, providing unparalleled visibility and control over stocks and assets across numerous locations.

From the moment an asset is commissioned into service, it is given a unique identifier that accompanies it throughout its entire lifecycle. Our Pro-Cloud Public Safety solution diligently records every instance of asset movement, spanning from the goods-in process and activity fulfilment to addressing stock discrepancies and eventual processes like scrapping or decommissioning.

MOBILE WORKFORCE

Unlock the true potential of on-the-go productivity through the Pro-Cloud mobile application, a fundamental component that seamlessly integrates into your operations. With this innovative inclusion, your team gains instant access to the full breadth of the Pro-Cloud solution right at their fingertips. From activity notifications to task completion, vital alerts to critical updates; our mobile app ensures that your staff remain seamlessly connected, fostering a truly flexible and dynamic working environment.

CATALOGUE MANAGEMENT

Welcome to the realm of unparalleled catalogue management with our highly adaptable module, designed to effortlessly accommodate an extensive array of asset classes. From tracked to non-tracked assets, consumables, and services, our module's flexibility knows no bounds.

Craft an all-encompassing catalogue that goes beyond the ordinary. Delve into the intricate details of each SKU in your inventory, with meticulously curated information profiles that encompass:

- Manufacturer insights (including web references, intricate details, and manufacturer codes)
- Transparent purchase and sale cost breakdowns
- Precise usage constraints that adhere to Health and Safety protocols
- Insights into delivery nuances and implications
- Warranty particulars and coverage extents

BUSINESS INTELLIGENCE REPORTING

Powered by Microsoft, access interactive visualisations of your data and business intelligence capabilities with a few clicks. The interface is accessible and user-friendly so you can easily generate in-built or bespoke reports and dashboards and focus on every aspect of your operations.

TASKS & SERVICING

Elevate the assurance of your critical daily equipment by harnessing the power of our cutting-edge tasks and servicing module. This ingenious module seamlessly automates scheduled servicing and tasks, ensuring your equipment's continual safety, usability, and operational excellence.

Immerse yourself in proactive efficiency as the module precisely orchestrates scheduled maintenance while flexibly accommodating ad hoc tests with dynamic questionnaires. Experience unparalleled control as you establish fault notices for equipment, precisely configuring the system to automatically escalate critical issues to the appropriate personnel. This swift response ensures rapid quarantine and immediate replacement, guaranteeing the uninterrupted flow of operation.

STOCK MANAGEMENT

Advance your stock management to a sphere of unprecedented transparency and control. Maintain unwavering stock visibility while ensuring the real-time recording of every asset movement and activity, resulting in a seamlessly connected ecosystem of operations.

This real-time data is harnessed through cutting-edge handheld scanners that seamlessly integrate goods-in procedures, activity completion, scrap, and stock loss functions. Embrace the power of automation and precision as you utilise this module to orchestrate stock takes and trigger alerts when inventory approaches a predetermined threshold.

Witness the evolution of stock management with our centralised solution that not only monitors stock levels but also meticulously tracks financial data. This dual functionality ensures both effective stock transfers and astute planning, enabling your service to operate with remarkable efficiency and foresight. Experience the epitome of stock management that empowers your operations and fuels your success.

BOLT-ON MODULES

WORKSHOP MONITORING

The heart of the action! Our workshop monitoring module is the focal point for proactive management and meticulous control over equipment repairs, refurbishments, and enhancements. Effortlessly generate workshop tasks at any juncture of the asset management process, swiftly assigning activities to the designated employee.

PURCHASING

Unleash proficiency in your procurement procedures as you delve into the realm of automation for the goods receipt process. Seamlessly streamline and seize the reins of procurement and purchasing workflows, eradicating redundant entries with precision.

Unified with the remarkable automation prowess of Pro-Cloud Public Safety, this module seamlessly ushers in a new era where the management of stock costs, depreciation, and lead times can be managed 24/7.

MAKE READY

Make Ready ensures your fleet of vehicles and the required critical equipment are ready for action, providing a fully auditable trail of the activities required to meet this status.

Vehicle Status

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

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

Pro-Cloud Public Safety records the whole process and reports on the outcomes in real-time.

THE RFID READY TO GO APPLICATION

Transform the way you track and trace critical equipment by integrating market-leading RFID technology with the innovative Pro-Cloud Public Safety application. The process works by installing RFID readers and antennae into a vehicle so a scan is performed every time the doors close. Once the doors close, the reader will scan for all RFID tags and the result of the check is immediately synchronised with the mobile app.

These results can be viewed by the user and acted on accordingly. The results include:

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

We also provide handheld RFID readers as an alternative to fixed readers. These readers provide the same results as fixed readers but require proactive user involvement and a status location must be scanned before the RFID scan can commence.

RFID TECHNOLOGY (RADIO FREQUENCY IDENTIFICATION)

Unlock a new era of inventory oversight through our cutting-edge RFID solution, where Radio Frequency Identification technology takes centre stage. Seamlessly transcend the confines of everyday inventory checks as our RFID solution effortlessly reads multiple RFID tags simultaneously. Witness a leap in efficiency that eclipses traditional barcoding methods, all while conserving precious time. The power of RFID extends beyond imagination. From optimising warehouse management to streamlining the make-ready process, even to ensuring the preparedness of your emergency services team, RFID emerges as the ultimate enabler. Before departing an incident, your team can swiftly confirm the presence of every piece of equipment, ensuring nothing is left behind.

Equip your team with handheld RFID readers, revolutionising the process with a single scan that instantly detects numerous RFID tags. End-users will experience swifter and simpler equipment checks, eliminating the risks of misplacements or incorrect item selection. Elevate your operations with the precision and seamlessness of RFID, safeguarding your assets and fostering operational excellence.

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.

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.

STOCK REPLENISHMENT (AUTO-TRANSFER)

Enhance your everyday inventory management by using the Auto Stock Transfer feature and take the manual processes out of stock replenishment (whether it's equipment, consumables, or medicines) for the day ahead.

For large warehouse facilities, the "Suggested Picking Location" feature minimises the time and effort required for the picking process.

The auto-transfer is completed on delivery once the hub staff mark it as received. The stock holding within the hub is then automatically updated and the main warehouse stock levels are adjusted accordingly.

www.pro-cloud.com

THE PRO-CLOUD RFID SMART VEHICLE

Boost efficiency and reliability across your inventory with our innovative RFID Ready Smart Vehicle Solution!

The Smart Vehicle demonstrates how a fully configured RFID-ready remote solution can work for Public Safety Services. To activate this solution, you simply close the doors and an RFID reader will activate, scanning all tagged items simultaneously for instant results.

Automate data collection, reduce effort, and minimise human 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 seeing more? Scan the QR code to see how our RFID Smart Vehicle will revolutionise your service.

www.pro-cloud.com

HARDWARE

We are proud to work alongside Zebra Technologies in supplying our clients with optimal hardware to maximise the efficiency of their software solution.

Registered
ISV Partner
Location and Tracking Specialist

Here are some hardware products we recommend:

ZEBRA MOBILE COMPUTERS

Designed to work for small and big businesses, Zebra's range of mobile computers are a cost-effective and powerful choice. These devices will empower members of a team to manage assets and equipment effectively with the Pro-Cloud solution. All scanners offer seamless connectivity and data synchronisation to the central system, ensuring complete accuracy and oversight.

RFID

Integrate market-leading RFID technology into your solution and transform your mobile computers into RFID-enabled powerhouses. Tackle data capture and inventory management in real time with this hardware boasting more than 1300 tag reads per second. Revolutionise and optimise the way you manage inventory.

PRINTING SOLUTIONS

We offer a range of printing hardware suited to different environments. Ranging from sturdy and rugged designs built to endure high-intensity environments, to more cost-effective and scaled-down solutions. All of these printers come with versatile connectivity options and user-friendly displays and designs.

LABEL PRINTERS

Barcoding and labelling solutions can also be delivered through our recommended range of portable printers. Ideal for dynamic environments, these premium desktop pirinters offer portability and high-speed performance.

These mobile printers are also available as powerful RFID solutions, enabling you to print RFID labels anytime. Maintain portability without sacrificing quality and guarantee your equipment tracking is never compromised.

HYBRID LABELLING SOLUTIONS

Having a suitable labelling solution is crucial for effective asset management. Every tag produced will have a unique asset ID number built in. This designation will enable you to track a labelled item throughout its entire lifecycle with Pro-Cloud. These solutions are extremely versatile and can comprise of RFID, GS1 barcodes or QR codes.

GS1 BARCODING

A tried-and-tested option for decades, GS1 barcodes use unique numbers to identify an asset. Inherently versatile, GS1 barcodes are used across a wide variety of different sectors and can be incorporated into your Pro-Cloud solution on request.

RFID

This intelligent tagging option is best suited for working with Pro-Cloud and is ideal for larger organisations due to its speed and efficiency compared to traditional barcoding methods. Simultaneous tag reads improve the efficiency of inventory checks by checking all assets in one go - expediting your processes.

*Specific hardware is needed for this solution and this can be provided by CSS if required.

QR CODES

Similarly to GS1, QR codes can be used for a variety of items and are extremely versatile. They are designed to be as responsive as possible which is why we recommend implementing them alongside GS1 labelling.

IMPLEMENTATION & CONSULTANCY

PROJECT IMPLEMENTATION PROCESS - UPGRADING FROM LEGACY SYSTEMS

We consult with our clients from start to finish to ensure project implementations run smoothly. Our implementation involves end-to-end project management. This includes detailed system specifications, configuration planning, pre-system go-live testing, and comprehensive documentation covering all developments.

We deliver excellence and value to your organisation from day one.

MIGRATION

To ensure a successful 'Go Live', having a comprehensive trail of auditable historic data is crucial. Our seamless data migration process effortlessly transfers your existing systems and processes, while our dedicated Technical Team expertly imports, matches, and assists in cleansing your data.

BUSINESS PROCESS REVIEW

Pro-Cloud is designed to streamline your processes and deliver cost efficiencies across every level of your organisation. To achieve this, our team reviews your currrent business processes and workflows and delivers a comprehensive report on any necessary suggestions - ensuring you receive the best return on your investment.

SERVICES

SOFTWARE SUPPORT

Excellent customer support is a standard we hold ourselves to at CSS. We provide support through our dedicated Helpdesk Team operating a phone line as well as our Zendesk ticketing system. Our ticketing system provides a fully auditable trail of support requests for peace of mind for both parties.

Our helpdesk holds itself to industry-standard benchmarks to ensure exceptional customer support is a certainty. Using this information, the team works towards and exceed key performance indicators like ticket resolution times.

ON-SITE SUPPORT

On request, a member of our Project Delivery Team can provide on-site assistance. This can ensure hardware and software queries can be dealt with in a way to ensure your staff are confident and fully equipped to use the platform to its fullest.

While providing reassurance on system processes, on-site support can also encompass:

- Refresher scanner training
- Configuration of service locations
- Inventory checks
- Labelling procedures

HOSTING

Pro-Cloud is a cloud-based solution with fully redundant server architecture provided by the market leader in hosting.

System availability and security is excellent, meeting the standards set forth by external govenance bodies.

TRAINING

We aim for our software to be used to its optimum potential, which is why we adopt a meticulous and thorough approach to training - with the amount of training we recommend scaled to the size of your organisation. This training will enable personnel to use Pro-Cloud Public Safety expertly. Once you go live, we provide access to our interactive learning tool and comprehensive help guide materials.

Our team will also provide managerial training on request to ensure services can benefit from the fundamentals of the system.

SINGLE SIGN ON

Azure AD integration and two-factor authentication can be requested as part of your Pro-Cloud Public Safety solution. This integration means that the system links with your organisation's 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 without the need for an internet connection. All information automatically synchronises once the device regains connectivity.

API INTEGRATION

To guarantee effective communication across a single, full-loop solution, our Project Delivery Team will ensure your internal systems are integrated into Pro-Cloud.

INTEGRATED TELEPHONE SYSTEM

We integrate with leading telecommunications solutions, enabling cloud-based Voice over IP (VoIP) technology to be used throughout an organisation. Having this system in place brings flexibility to working; giving your workforce the freedom to work in the field or from home.

WHITE LABELLING

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

SOME OF OUR CUSTOMERS

NHS
South Central Ambulance Service
NHS Foundation Trust

NORTH YORKSHIRE
FIRE & RESCUE SERVICE

St John Ambulance

CLEVELAND
FIRE BRIGADE

DORSET & WILTSHIRE
FIRE AND RESCUE

County Durham and Darlington
Fire and Rescue Service

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