XVR

XVR Virtual Reality Simulation Training

Service Definition



LearnPro GROUP

About Our Products

learnPro

learnPro LMS enables your organisation to create, deliver and evaluate engaging learning content. You can assess and track individual and team progress, manage compliance, and share best learning practices. It also provides teams with a shared library of valuable pre-built and peer-generated content.

pdrPro

pdrPro is the UK's market-leading platform for competence management for Fire and Rescue Services. It is the only solution that integrates training, incident recording, course management, appraisals, development pathways, and equipment testing to ensure compliance. (Integrates with learnPro).

XVR

Our immersive XVR virtual reality simulation training platform enhances the competence and expertise of your personnel and enables content sharing with peer organisations. Learners can apply training theory, rehearse, and embed critical decision-making in a simulated, safe, interactive environment led by expert instructors.

firewatch

Created in partnership with the Fire & Rescue community, our FireWatch specialist ERP suite can connect prevention, resource planning, and response to reveal the complete picture of FRS operations. It integrates accurate, real-time data across FRS departments for full visibility and greater efficiencies.

prevent + protect

Prevent + Protect provides an integrated job management platform for prevention, protection, operational risk, and hydrants to streamline team workloads. It offers case, CRM, and task management and delivers a connected data repository for jobs, premises, contacts, and organisation details. (Integrates with FireWatch).

redkite

Redkite's leading ARFF training, competency, and asset management systems support airport, military, and industrial Fire & Rescue in the UK and Middle East. With a long history of excellence in aviation, clients include all major UK and large global airports, such as Heathrow and King Khalid International.

About LearnPro Group

We have supported our **emergency services**, public safety and infrastructure users for over 25 years, providing industry-specific off-the-shelf software **aligned** with national standards.

Our users have, and always will, shape our **products.**

The LearnPro Group Way is based on our strong peer-to-peer network, extensive industry expertise, our long-term product investments and our collaborative approach.

400k
Frontline Emergency Services professionals supported worldwide per year

400
Organisations served across our global portfolio

90+%
Satisfaction rates for client survey responders

1.7m
Professionals served in total around the world

ISO
Our solutions are developed to internationally recognised ISO standards

LearnPro Group Solutions

- Our connected LearnPro Group Ecosystem



The Right Technology Partner

A globally expanding Partner able to offer a broad range of solutions and specialist content

A range of solution price points and options that suit different organisation needs, scales and budgets

One single provider for a range of key solution types that play a critical role in fire and emergency services



A global reach and customer network through direct and channel presence

Simple pricing and implementation, giving you peace of mind on the total cost of ownership

Pride in our LPG subject matter expert status across the fire and emergency services sectors

A community approach to development, focused on what our customers tell us they need

A commitment to keeping pace with regulatory-driven changes that ensure our solutions continue to work for you

Why XVR?

Every second counts in an emergency. We know services face constant challenges in maintaining compliance, optimising training budgets, and ensuring staff competency and proficiency. Train smarter, not harder, using immersive VR for real-world results with XVR Simulation.

- **XVR Simulation offers a revolutionary approach using immersive Virtual Reality (VR) to transform your employee training,** wholly dedicated to Fire, Police, Security & Rescue Service sectors.
- Learners are highly engaged in interactive, real-world scenarios, boosting knowledge retention, with critical skills being practised in a safe and risk-free environment, **leading to mastery before real-world application.**
- **Costs are reduced** by eliminating travel and safety risks associated with traditional training, with XVR's scalability ensuring consistent, high-quality training for geographically dispersed workforces.
- Beyond classrooms and simulations, **XVR offers unparalleled benefits through custom-created VR** scenarios, instructor control/facilitation for group discussions, and choices between individual, classroom, or team-based training configurations.

XVR Track Record

- With **over 300 active clients** using our XVR software, we boast **over 20 years of experience** serving the emergency services sector in **over 50 countries**!
- **250,000** emergency responders are trained on XVR **every year**
- **Over 800** clients are served annually across our national portfolio, and we have achieved a Net Promoter **score of 45** for XVR Simulation
- We've served **over 1.5 million** professionals in total
- We've built long-lasting customer relationships by prioritising working with our clients and their users to tailor our software offerings to their evolving needs, with our team remaining at the forefront of industry trends by actively participating in national and global events.
- Born in the Netherlands, XVR Simulation has taken the world by storm.
- We've expanded across Europe, Australia, North America, and Asia, empowering organisations with cutting-edge VR training solutions.



Sample Customers

- Humberside Fire & Rescue Service (UK)
- National Fire Service (South Korea)
- Ottawa International (Canada)
- Police Academy of Rhineland-Palatinate (Germany)
- Civil Defence Force (Singapore)
- Provincial Fire School Flemish Brabant (Belgium)
- North West Ambulance Service (UK)
- Academy of Security Services (Estonia)
- Fire Service College, Babcock (UK)
- South Western Ambulance Service (UK)
- Devon & Cornwall Police (UK)



User Stories



"It was a good opportunity to grow my command abilities as a commander, including the deployment of resources, judgment of situations, and decision-making in unexpected situations. I hope many commanders can feel and learn as much as I do through these experiences."

LEE MI GYEONG, STUDENT AT THE NFSA



"Simulation is not just a one-way process for everyday police work; it must be experienced, and simulation is always an interdisciplinary process. We ultimately regard simulation as a holistic approach."

MARTIN GRUNER – SIMULATION TRAINER – POLICE ACADEMY OF RHINELAND-PALATINATE



"I think this tool will really engage our people and heighten immersion. There's no noise, no loud sounds, and as an instructor, you can focus on your story. But you can also retell your story over and over again because you begin with a new starting point which will be the same for everyone."

JEROEN ANTOONS - ADVISOR/SPECIALIST PROFESSIONAL COMPETENCE - VEILIGHEIDSREGIO DRENTHE

Applying XVR

XVR Simulation revolutionises training for police, fire and other first responders and safety professionals. Immerse trainees in realistic, virtual scenarios associated with:

- Incident Command
- Public Order Training
- New Recruit Training
- Firearms Training
- CSI Training
- Road Traffic Collision Training
- Traffic Management
- MTA (Terrorism)
- Safeguarding
- Surveillance
- Fire Fighter Search Patterns
- Hazmats
- Command Support
- Technical Fire Safety
- Home Fire Safety Checks
- Youth Engagement

Key Features

- Immersive 3D learning environments with power to educate/train/assess/exercise.
- Realistic scenario training simulations via local/relatable surroundings.
- Multi-sensory feedback for engagement.
- Branching storylines for decision-making practice.
- Safe space to experiment and learn from mistakes (no repercussions).
- Scalable for large-scale training deployment.
- Data-driven insights to measure learning impact.
- Cost-effective alternative to traditional training methods.
- Customisable content for specific learning objectives/goals.



Key Benefits

- Safe Practice in Risky Environments.
- Immersive Learning for Complex Skills.
- Cost-effective Training Alternative, with Data-Driven Performance Measurements.
- Scalable for Large Workforces & Improves Knowledge Retention Rates.
- Boosts Learner Confidence, Preparation & Engagement.
- Realistic Scenarios for Improved Decision Making.
- Customisable Training Modules for Specificity.
- Accessible Learning Anytime, Anywhere.
- Accelerate learning outcomes by reusing scenarios built by other front-line responder training leaders
- Agility to build scenarios at pace. No more spending weeks or months building a simulation to meet the curriculum.
- Unique instructor-led real-time simulator enables the learner to truly act how they would in a real environment. No more limits on options in the gamification.

XVR Modules

- Read about our XVR Modules in more detail

XVR On Scene

The XVR On Scene module is perfect to train operational and tactical level (bronze and silver) emergency responders. XVR On Scene provides the trainee with an interactive and immersive 3D view of the incident scenario. The scenario is completely adaptable to your local situation. XVR On Scene is a powerful tool to help trainees understand procedures by experience, lets them acquire practical knowledge in a relatively short time frame, practice decision-making skills, and have them experience situations that rarely occur in real life while in a safe environment. Over and over.



Unleash Next-level Training

Unleash Next-Level Training: Empower Instructors, Engage Learners! Imagine a training platform that's:

- **Flexible:** Adapt training to your specific needs with a wide range of XVR modules built on the core XVR On Scene product.
- **Reliable:** Deliver consistent, high-quality training every time with predictable and repeatable scenarios.
- **User-Friendly:** Empower instructors to take control and create immersive learning experiences.

XVR goes beyond traditional training limitations, offering:

- **Unbiased Assessments:** Accurately evaluate learners' skills and knowledge in a safe, controlled environment.
- **Scalable Training Methods:** Choose from self-directed exercises, classroom instruction, or large-scale multi-agency drills.



Train Like Never Before

Here's how XVR empowers you to train like never before:

- **Individualised Learning:** Allow learners to practice critical skills at their own pace with self-led exercises.
- **Personalised Training:** Provide one-on-one coaching for commanders, assess job competency, and more.
- **Collaborative Learning:** Facilitate effective team training in classrooms, single or joint agency settings.
- **Blended Learning:** Combine live and virtual reality for a truly immersive training experience.
- **Don't settle for mediocre training!** XVR Simulation equips you with the tools to **transform** your workforce and achieve real-world results.



XVR Expo

With Cloud-based app XVR Expo, participants can walk through all sorts of (incident) scenarios without the need for an instructor to be present. Expo is an app that runs on most devices, meaning you don't need a high-end PC. This provides participants the flexibility to complete learning experiences on their own time and device. Participants can increase their learning retention by completing extra exercises, re-doing previous ones or use it to prepare for instructor-led exercises. It is also an effective way to illustrate theory with lifelike situations.



Expo App

Empower your trainees with the freedom to explore critical scenarios anytime, anywhere with the XVR Expo App!

- **Lightweight & Accessible:** No need for a full XVR installation. The Expo App is easy to download and requires minimal hardware, making it perfect for individual laptops or mobile devices.
- **Self-Install Simplicity:** Trainees can download and install the app themselves, minimising IT support needs.
- **Active Seat Access:** With an active "seat" (your trainee license), the Expo App unlocks a world of immersive learning experiences.
- **Seamless Updates:** The app automatically downloads the latest versions of Expo scenes, ensuring ALL trainees have access to the most up-to-date content.
- **Always Available**: Learning doesn't stop at the classroom door. The Expo App allows trainees to revisit scenarios and practice critical skills on their own time.
- **Future-Proof Platform:** Both Windows-based and accessible on iOS and Android platforms, the new XVR app is designed to expand accessibility.

Exports (On Scene to Expo App)

XVR's seamless workflow makes it simple to **bring your Expo scenes to life** by simply **exporting your XVR On Scene scenarios directly to the Expo App**.

XVR's intelligent optimisation tools ensure your training content delivers stunning visuals, even on devices with limited storage.

This means:

- **Fast downloads and smooth playback:** No need to worry about bulky files slowing down your team's learning experience.
- **Crystal-clear visuals:** Maintain the high quality of your training content without compromising on file size.
- **Effortless deployment:** Get your training into the hands of your team quickly and easily.



Expo - Control Centre Integration

XVR Expo takes trainee engagement to a whole new level, but managing your Expo experience has never been easier.

- **Seamless Integration:** Manage all XVR Expo content and users directly from the familiar XVR Control Centre application.
- **Unified Access:** Use your existing XVR product installers and licenses to access Expo – no need for additional setup once enabled.
- **Simplified Login:** Easily access the XVR-hosted Expo server directly from the Control Centre for centralised control.
- **Dedicated Expo Space:** Get your own secure space on the XVR Expo server to upload and manage your training scenarios.
- **Granular Visibility Control:** Choose who sees what – toggle scene visibility and manage access on a scene-by-scene basis.



Expo - Control Centre Integration

- **Easy Updates:** Effortlessly re-upload updated scenes to ensure trainees always have access to the latest content.
- **Bulk User Addition:** Add users from your organisation to XVR Expo in bulk or individually, saving you valuable time.
- **Automated User Onboarding:** Distribute login credentials and access instructions directly to users via email for a smooth start.
- **Role-Based Access Control:** Define user types (User, Builder, Manager, Administrator) to control user permissions within Expo.
- **Flexible Licensing:** Manage the number of active users (seats) based on your license and easily enable/disable access for optimal control.



Expo - Pop-ups

XVR's intuitive builder allows you to create engaging welcome pop-ups that grab learner attention from the moment they enter the VR simulation.

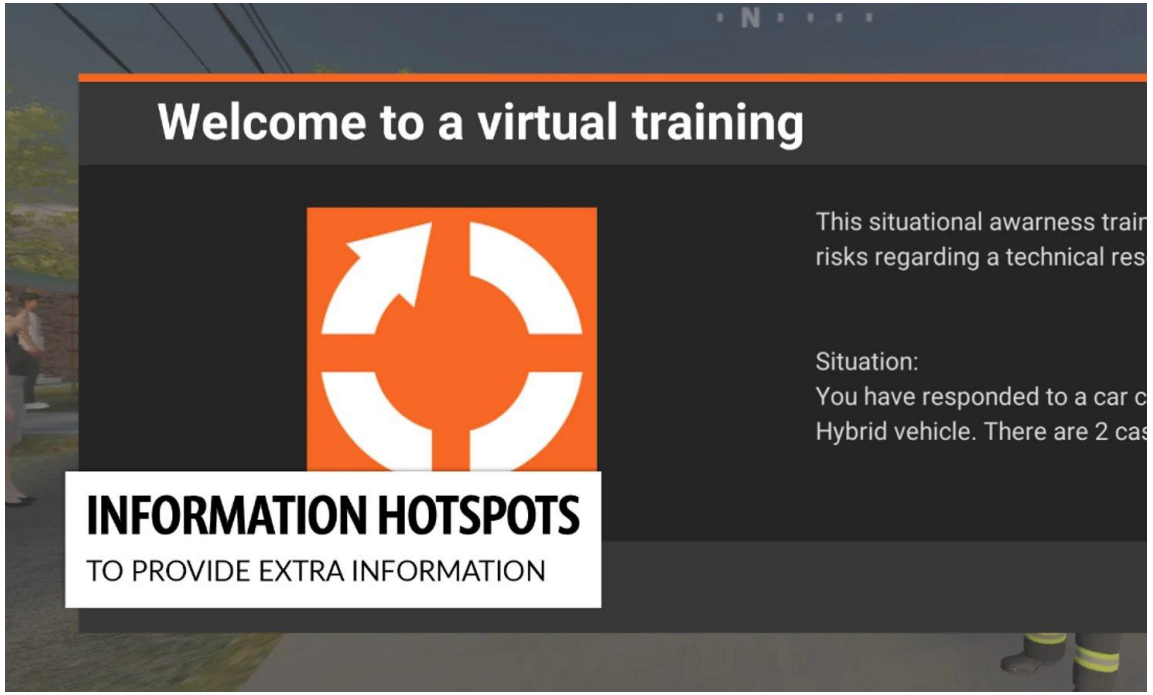
- Set the Context: Provide a clear introduction to the scenario, outlining objectives and expectations.
- Deliver Essential Information: Embed crucial details like pager messages, briefings, or background information directly within the VR environment.
- Boost Engagement: Spark learner curiosity and motivation with a well-crafted introduction, setting the stage for an immersive training experience.
- Seamless Integration: Pop-ups smoothly integrate into the VR scene, creating a natural and cohesive training journey.

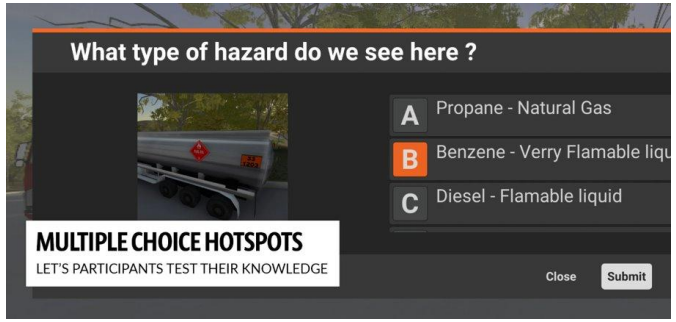


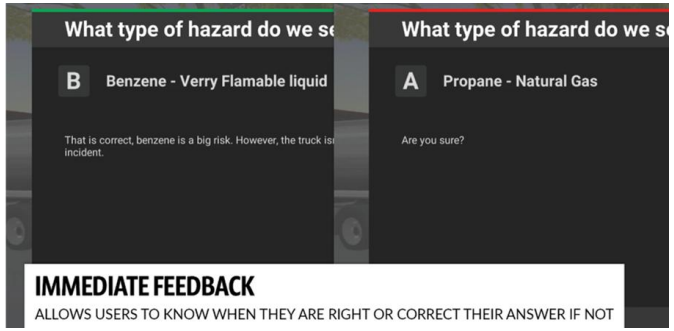
Screenshots

- XVR on Scene and Expo

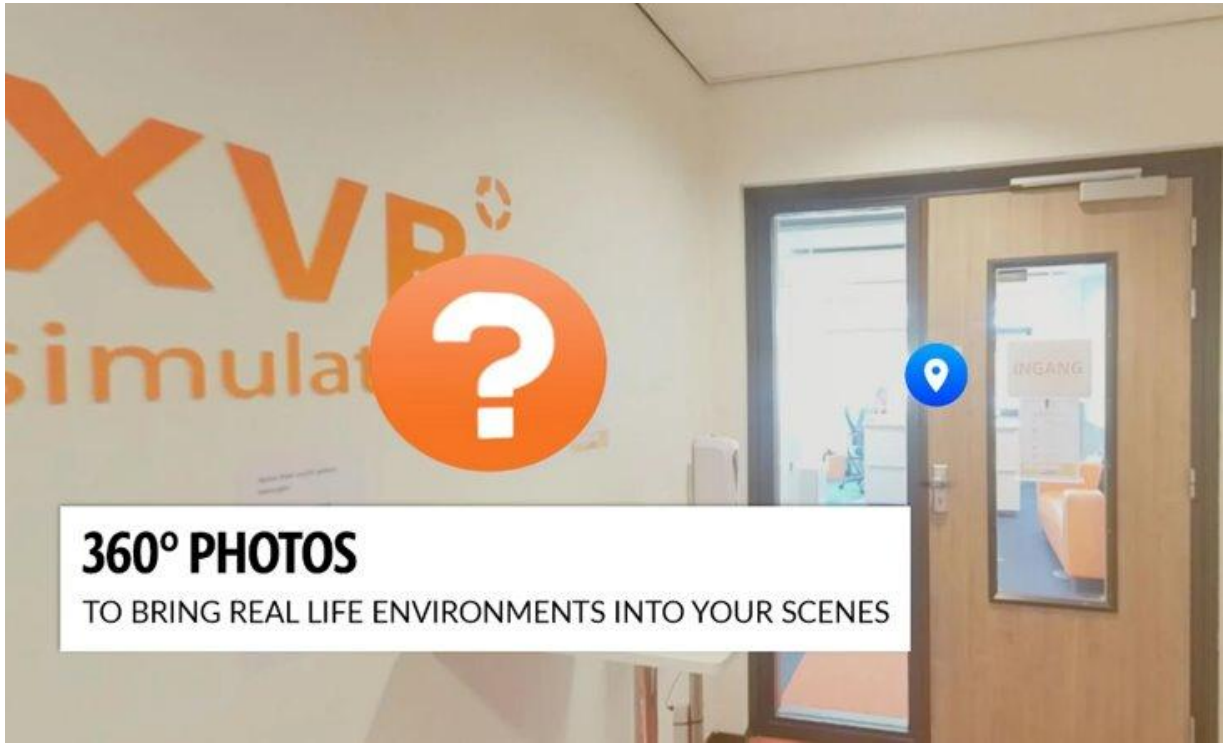
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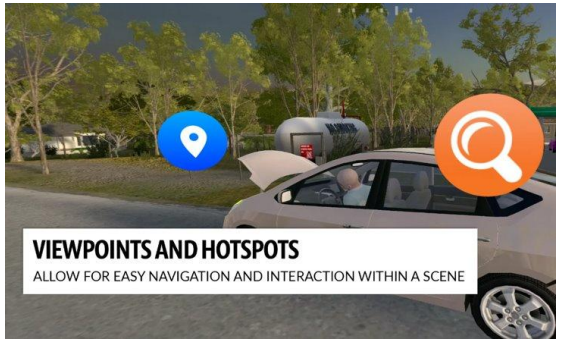


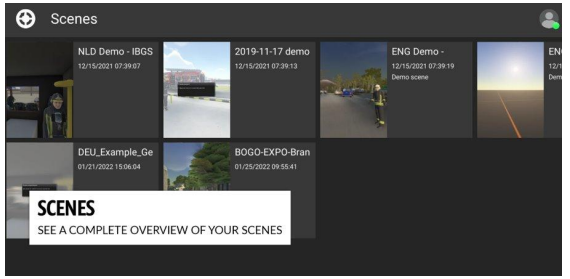




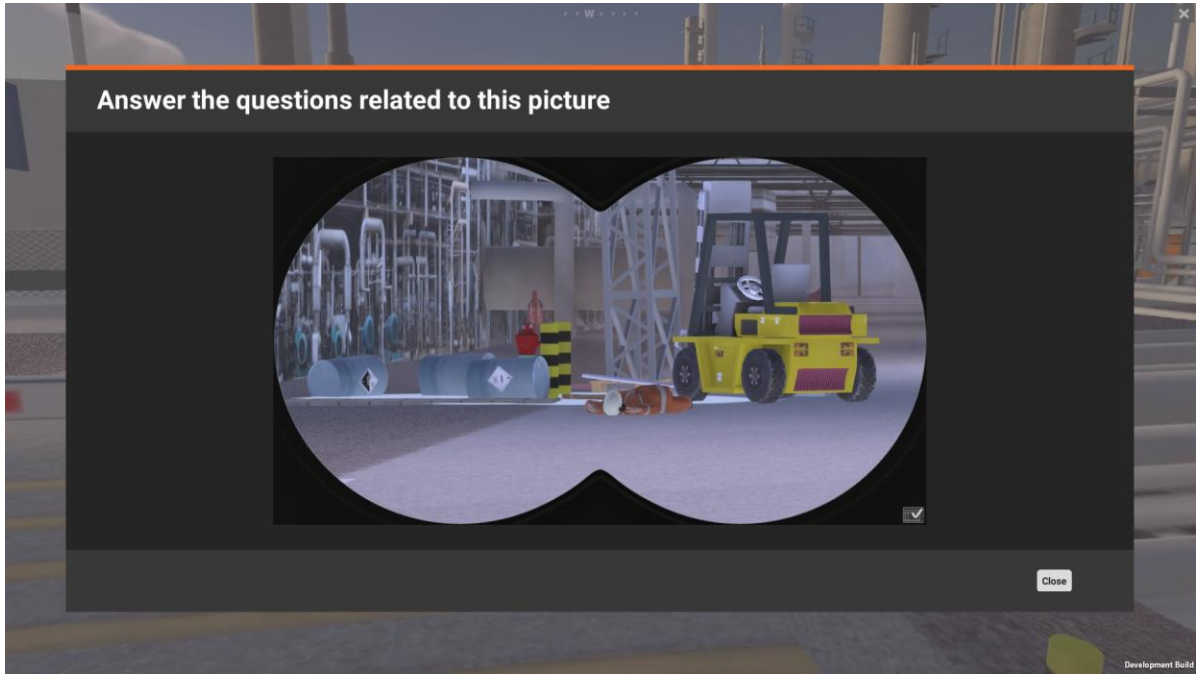
Screenshots







Screenshots

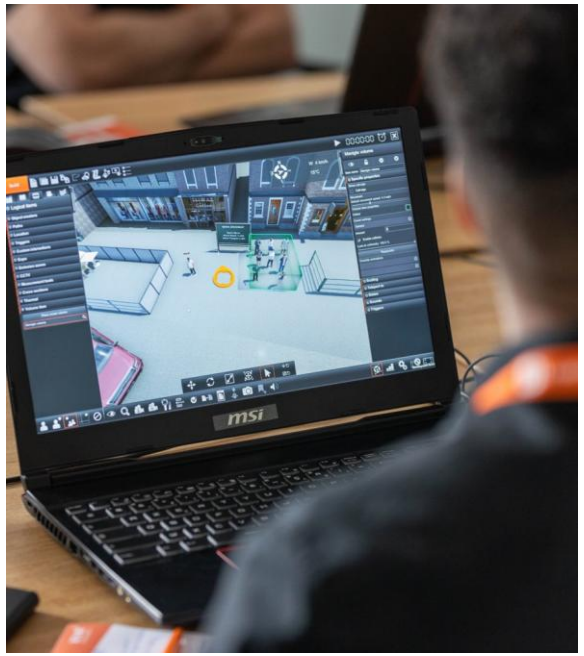






Screenshots





Effortless Onboarding

Every XVR Simulation purchase comes with a comprehensive onboarding programme to ensure a smooth and swift transition.

- Pre-boarding Collaboration: We'll work directly with your service team to co-create a customised action plan with tailored simulations with proficient Account Managers who are expertly skilled in emergency response. We'll provide clear, profound guidance to ensure your training goals are set.
- Empower Your Team: Our extensive staff training covers all XVR service areas (On Scene and Expo), giving your team the confidence and skills to hit the ground running via complementary access to training manuals, quick reference cards, and video tutorials.
- Don't waste time navigating complex setups. Our onboarding programme gets you started quickly and efficiently, maximising the value of your XVR investment from day one.



Off Boarding

- For offboarding and exporting data, XVR file formats (like .xcsn for scenarios and .xfav for favourites in XVR On Scene, or .expo files in Expo) are designed for long-term usability.
- There doesn't tend to be data which falls under exporting or importing, other than .xscn files (importing XVR template scenarios).
- Users can import some generic file types, such as images (.jpg/.png), sounds (.ogg/.wav/.mp3), and 3D models (.fbx/.obj).
- These media types can be integrated in an XVR scenario (and are wrapped into a .xscn file after importing).



Support

XVR offers **a multi-channel support system** to ensure you get the help you need, whenever you need it.

- **Email Support:** Submit questions/concerns via email for a detailed response at your convenience with a dedicated expert Account Manager between the hours of 8:00–17:00 (Mon-Fri).
- **Phone Support:** Speak directly with an XVR representative for immediate assistance and troubleshooting via a dedicated helpdesk between the hours of 8:00 – 17:00 (Mon-Fri).
- **Online Support:** Access an online knowledge base, FAQs, and/or a self-service portal with helpful resources, training manuals and tutorials. This also includes access to the XVR Community with additional information, manuals; annual user group meetings; annual software upgrades and updates; workshops; and webinars (via TeamViewer).
- These options allows you to choose the support method that best suits your situation, whether you prefer a quick phone call, a detailed email response, or self-service learning through the online resources.
- All user support complies with industry-recognised accessibility standards (WCAG 2.1 AA or EN 301 549), with us now adhering to **WCAG 2.2** standards (released in October 2023).

Security

Your data security is our priority.

- We're ISO 27001 certified, ensuring a rigorous information security framework protects your information. Any security concerns are promptly addressed by our dedicated security officer, who leads the investigation and implements corrective actions. Additionally, we maintain a centralised risk register to proactively identify and mitigate potential threats.



Security in Expo

Regarding cloud-based services via our Expo module, we will support choices for effective, reputable and qualified hosting partners as necessary.

- For added peace of mind, we have a disaster recovery system that constantly backs up Expo data to a separate location. Only authorised personnel are granted access to your data, and they all undergo training on data security best practices.



Technical Requirements

- XVR Software (On Scene) is typically deployed to customer-owned, 'on-premise' hardware. If hosted in the cloud, the cloud hosting service provider is responsible for all guaranteed availability and major technical requirements. Due to the global nature of our business, we do not have a default cloud hosting service and instead appoint a reputable local hosting provider. We will offer initial guidance to ensure hosting has positive impacts in place, minimising any effect on user demand.
- XVR On scene must be run on up-to-date gaming hardware. XVR is designed to be delivered on-premise with the newly added benefits of the EXPO cloud App, providing 'any place, any time' learning. XVR is most at home when not run as cloud-only due to the need for a very stable/high-bandwidth internet connection. Talk to us about the best installation of XVR.
- If the software is installed and licensed, all users have full access. This does not network to any external services other than our Expo module or other computers they have been (locally) connected with, making them inaccessible from outside of the network.
- XVR Expo has four access levels (Administrator, Manager, Builder, Participant), also documented in Expo's End User Licence Agreement/Terms.
- Our new XVR Expo App is now compatible with Windows, iOS and Android.

Contact Us

hello@learnprogroup.com

XVR