prevent+ protect

PREVENT + PROTECT

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 to 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

LearnPro GROUP

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

Prevent + Protect Track Record

LearnPro Group positions itself as a global leader in a range of critical solutions for the emergency services.

- Our Prevent + Protect solution is a smarter way to keep communities safe. Built for today's always-on FRS, our next-generation Cloud platform supports efficient delivery of prevention, protection, operational risk, hydrant management, and other job types—within one COTS software suite.

Some examples:

- Bedfordshire Fire & Rescue Service
- Lincolnshire Fire & Rescue Service
- Lancashire Fire & Rescue Service
- Derbyshire Fire & Rescue Service
- Surrey Fire & Rescue Service
- Leicestershire Fire & Rescue Service

Prevent + Protect

- No more silos. One integrated platform for prevention, protection, operational risk and hydrants.
- Prevent + Protect is an integrated job management platform for prevention, protection, operational risk, and hydrant management. It streamlines workloads, reduces risk, and enhances service delivery.
- Proven in the Fire & Rescue Services market, it offers a unified digital solution to capture, access, and interpret critical risk data via a central CRM.



Key Features

- Specialist Configurable Off-the-Shelf FRS System – Pre-built, fully integrated Fire & Rescue solution with configurable job types, questionnaires, workflows, and supporting functionality across prevention, protection, operational risk, and hydrant management
- Mobile-First Experience for Crews – Direct data input at the point of collection, designed for reliable performance even with intermittent connectivity.
- No-Code Questionnaire Builder – User-friendly, configurable tool integrated into the core application, enabling agility without bespoke development or supplier delays.
- Partner Referrals – Direct referral portal with tracking, batch risk imports, and contact tagging to support collaborative risk-based inspection programmes.
- Specialist CRM Model – Supports people-centric working and premise-based risk targeting, ensuring accurate risk profiling and prioritisation.
- Seamless Communication & Assessment Integration – GovUK SMS gateway and Outlook integration for batch messaging, automated visit reminders, and cancellation notifications.
- Microsoft 365 Integrations – Single sign-on (SSO), Outlook, SharePoint, Azure routing, and AI-powered data access and product help.
- Data Aggregation – Ability to utilise partner agency data and other sources to generate risk-based inspection programmes and campaigns.



Key Benefits

- Sector-Specific Solution – Purpose-built for Fire & Rescue Services, covering prevention, protection, operational risk, and hydrant management in one integrated platform.
- Improved Efficiency & Accuracy – Mobile-first design ensures crews and professionals capture data directly, reducing duplication and errors.
- Agility & Flexibility – No-code configuration empowers services to adapt quickly without costly bespoke development.
- Enhanced Risk Management – Specialist CRM model enables people-centric and premise-centric risk targeting, improving prioritisation and outcomes.
- Streamlined Communication – Automated messaging and reminders reduce missed visits, improve engagement, and support compliance.
- Seamless Integration – Works with Microsoft 365 tools and GovUK gateways for secure, familiar, and efficient workflows.
- Data-Driven Decision Making – Aggregates partner and agency data to inform inspection programmes and campaigns.
- Collaboration & Transparency – Partner referral portal strengthens multi-agency working and ensures risks are tracked and addressed effectively



Prevent + Protect Modules

- Read about our Prevent + Protect Modules in more detail

Prevention

Plan, manage and execute your prevention strategy with the modern, mobile-first tools you need to succeed. Deliver your Home Fire Safety and Safe and Well programmes, issue risk-based campaigns, work with partner organisations, improve efficiency and support your frontline teams.



Protection

Plan, manage and execute your fire protection strategy with the modern, mobile-first tools you need to succeed. Deliver your audit programmes, manage licensing, enforcement, risk-based campaigns, work with partner organisations, improve efficiency and support your frontline teams.



Operational Risk

Plan and manage operational risk with the modern, mobile-first tools you need to keep communities safe. Deliver your specialist risk management programmes, risk-based campaigns, and enforcement actions – and share critical data with emergency response teams.

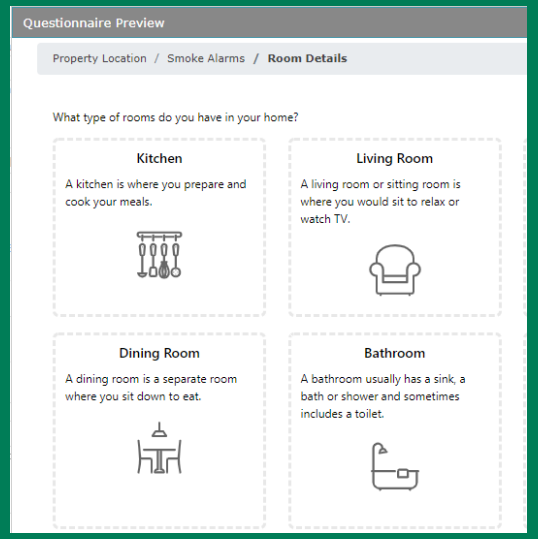


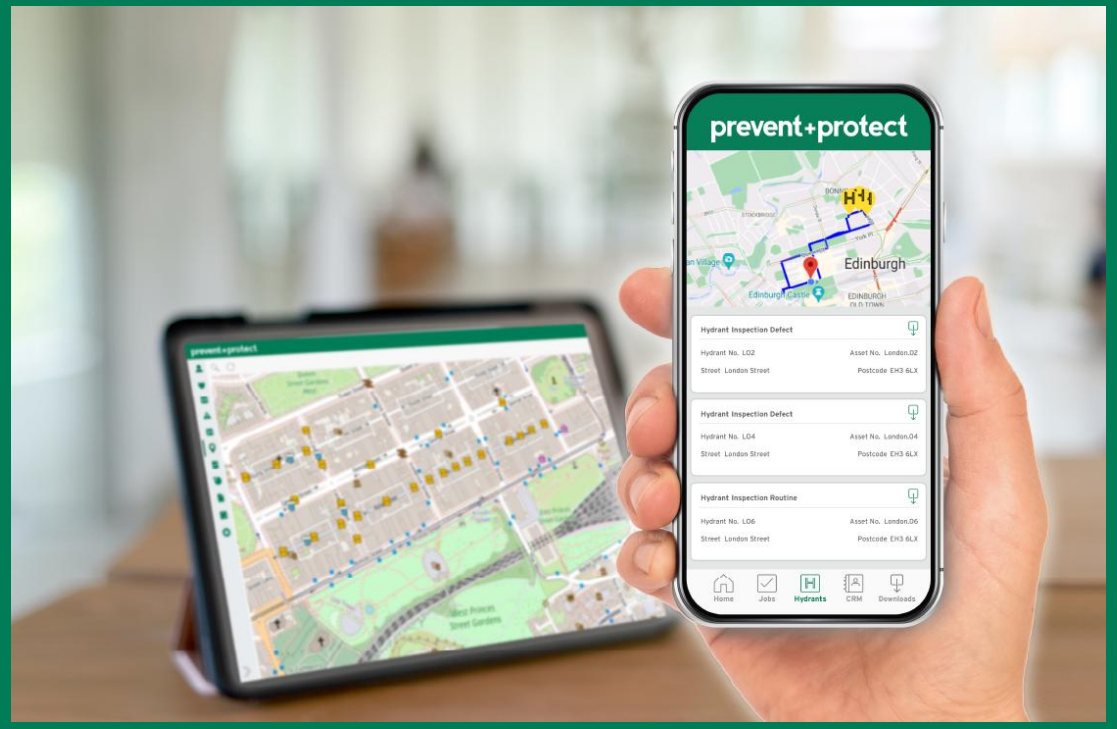
Hydrant Management

Efficiently coordinate the people, tasks, resources, data and reporting associated with planning and managing water hydrants and mains supplies—ensuring adequate assets and maintenance to required standards.



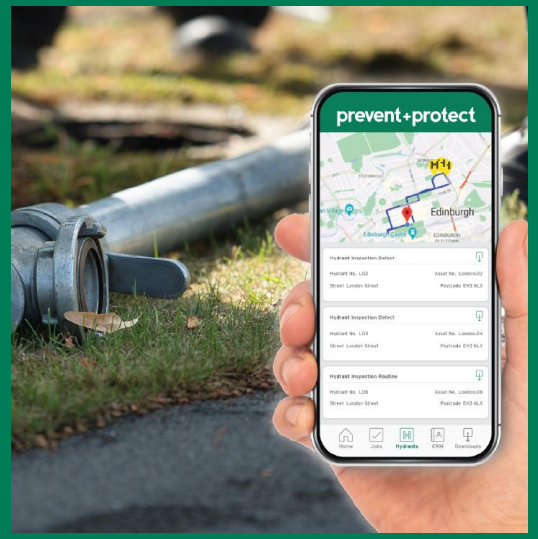


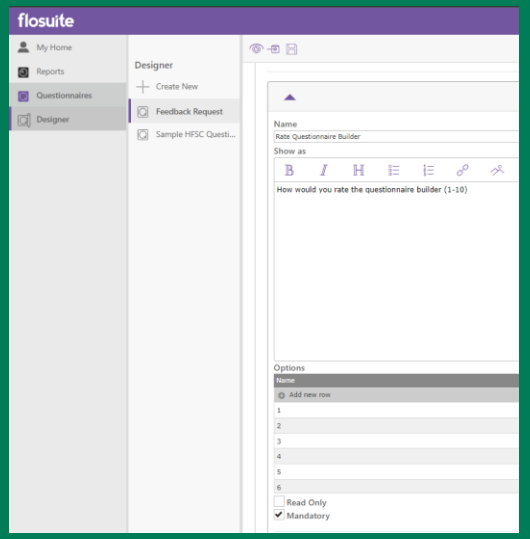




Screenshots

- Some sample screenshots provide an glimpse of how the application looks and feels to the user







Screenshots

- Some sample screenshots provide an glimpse of how the application looks and feels to the user

Effortless Onboarding

Onboarding & Implementation:

- We provide a comprehensive training programme to support successful adoption of the service. Online sessions are available, tailored to your organisation's needs. Clear, structured training manuals and user documentation are supplied to help users learn at their own pace and provide ongoing reference.
- Our approach follows a Train the Trainer model. Nominated staff gain in depth knowledge of the system, build confidence, and then deliver tailored training to the wider end user community. This ensures long term sustainability, flexibility, and the ability to adapt training materials to reflect your organisation's processes and terminology.
- In addition, consultancy support is available to assist with onboarding, configuration, and best practice use of the service. This ensures that both trainers and end users are well prepared to make effective use of the platform from day one.



Offboarding

Data Access

- We can supply database backups of customer data at any time on request. The standard format for database backup files is Microsoft SQL Server .bak which can be restored to an ‘on premise’ SQL Server instance or Azure SQL Managed Instance for retention/analysis/migration by the customer after the hosting contract has expired.

Data Migration

- We offer chargeable consultancy services to assist customers with any specific requirements to extract/transform the application data to other formats and/or assist any new supplier with data migration. The scope of any work will be defined/agreed with the customer along with the effort required. Custom data migration work must be requested by the customer while the hosting service is still active and with sufficient time for the supplier to complete the work before the termination date.

Data Destruction

- We can confirm the erasure/destruction of all customer data on request and/or on termination of the service.



Support

We offer a full range of Fire Service deployment and support services, delivered by our highly-trained in-house teams and led by specialists aligned with our main product streams.

- Helpdesk tracking system: We have a 24/7 web-based HelpDesk ticket logging and enhancement request system, directly linked to our development team's DevOps systems – ensuring careful tracking and resolution of customer requirements.
- Range of support services: Online HelpDesk and ticketing system, email and telephone support, remote and onsite support, secure client online forum and consultative assistance. Email and Telephone support available Monday-Friday excluding bank holidays between 9am-5pm UK.
- By separate contract: 24/7 on-call support and onsite support upon request and at an additional cost.



Support

Tiered Support Model:

- 1st Line: Customer's internal team or nominated Super Users, trained to handle routine queries and raise tickets via our HelpDesk.
    - 2nd Line: Customer Support Team – provides user assistance, investigates application/platform tickets, and captures feature requests.
        - 3rd Line: Technical and Development Teams – resolve complex, environment-specific, or code-level issues, including integrations and infrastructure.

The levels of support detailed above are included in the Annual Subscription. Additional 24-hour out-of-hours support is available for Prevent + Protect at an additional cost.







Your 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. Prevent + Protect/Infographics (part of LearnPro Group) also has ISO 9001:2015 certification.

Contact Us

hello@learnprogroup.com

prevent + protect