AMS
ASSURANCE
MONITORING SYSTEM

AMS ASSURANCE

# 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 Our Products

PHA
PROHEALTH
ANALYTICS

PHA is a health, fitness, and wellbeing management platform. It enables FRS staff to assess, generate personalised reports, and conduct trend analysis, and supports proactive health promotion, data-driven decisions, and time-saving workflows to enhance workforce resilience and operational safety.

AMS
ASSURANCE
MONITORING SYSTEM

AMS is a cloud-based platform designed for fire and rescue services to centralise incident debriefs, track actions, and analyse trends. It streamlines operational assurance, enabling real-time access, task assignment, and evidence management that improve efficiency, support training decisions, and services.

# 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

# 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

# Assurance Monitoring System

Assurance Monitoring System (AMS) is a fire & rescue software solution from Ignis, now part of the LearnPro Group.

It is a secure, cloud-based platform that strengthens operational assurance, organisational learning and governance by capturing, analysing and sharing learning from incidents, exercises and training. It supports end-to-end debrief management, incident assurance, decision and action tracking, automated analytics and inspection-ready reporting aligned to National Operational Guidance, JESIP and HMICFRS expectations. By making learning easy to submit, simple to trend, and impossible to lose, AMS helps services evidence improvement, accountability and compliance across the organisation.



# Sample Ignis Customers

- Manchester Fire & Rescue Service
- Lancashire Fire & Rescue Service
- Humberside Fire & Rescue Service
- Cleveland Fire & Rescue Service
- North Yorkshire Fire & Rescue Service
- Leicestershire Fire & Rescue Service



# Key Features

- NOG-aligned debriefs and assurance workflows
- Mobile/web data capture with system integration
- Automated reporting and dashboards
- Learning, action and decision tracking
- Trend analysis and analytics
- Organisation-wide learning dissemination
- Multi-agency learning support (JESIP/JOL)
- Secure, UK-hosted platform with audit trail
- Intuitive, low-click user experience



# Key Benefits

- Consistent, defensible operational assurance
- Accurate data captured once, at source
- Faster insight and inspection-ready evidence
- Learning leads to action and measurable improvement
- Early identification of recurring issues and risk
- Learning is shared quickly and consistently
- Effective and compliant joint learning
- Strong governance and data protection



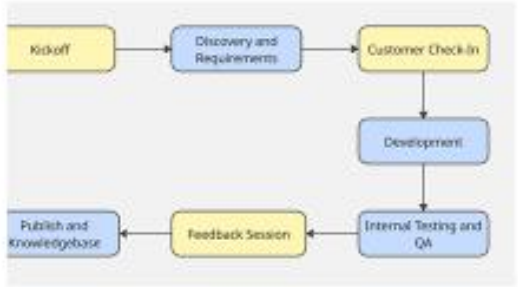
# AMS: Assurance Monitoring System

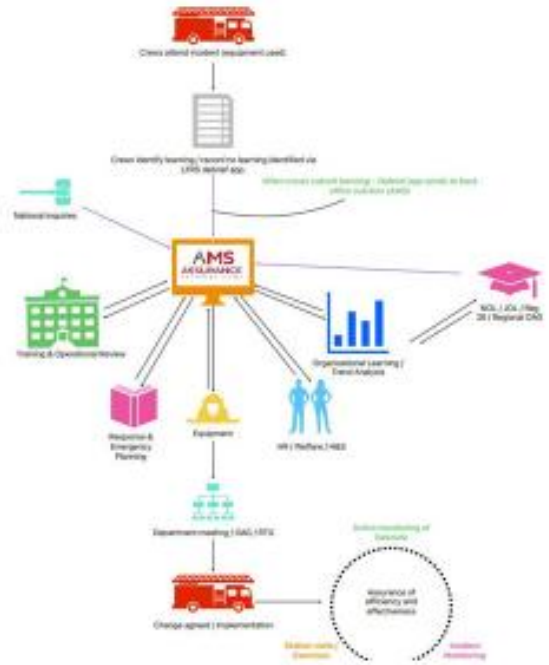
- Read about the product in more detail

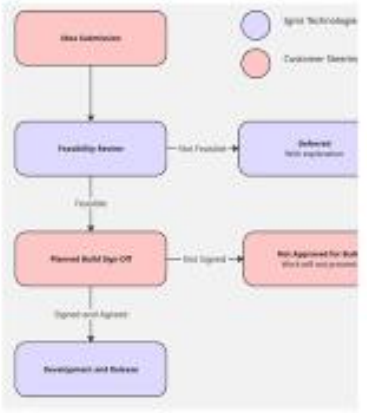


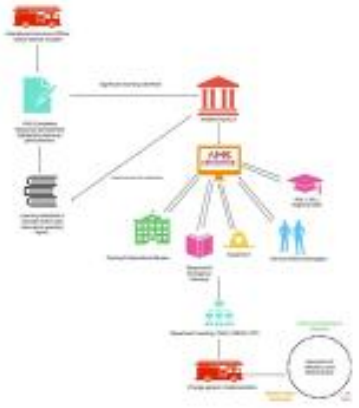
# Features, Functions and Processes





# Screenshots

- UI samples and further product details

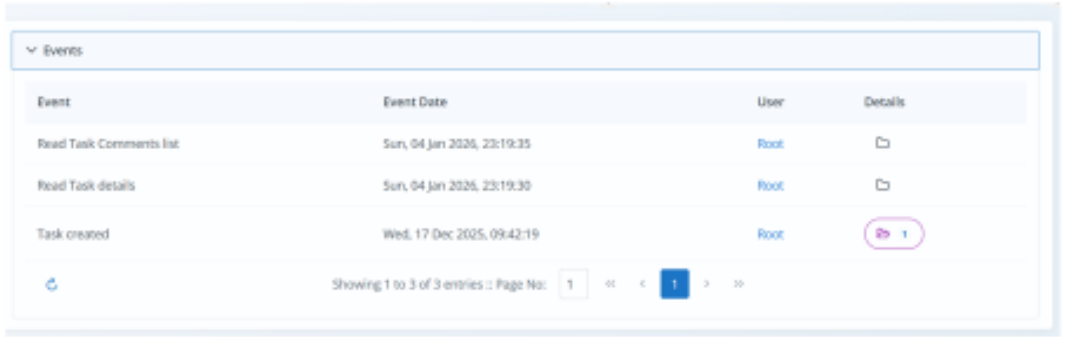


# UI Samples

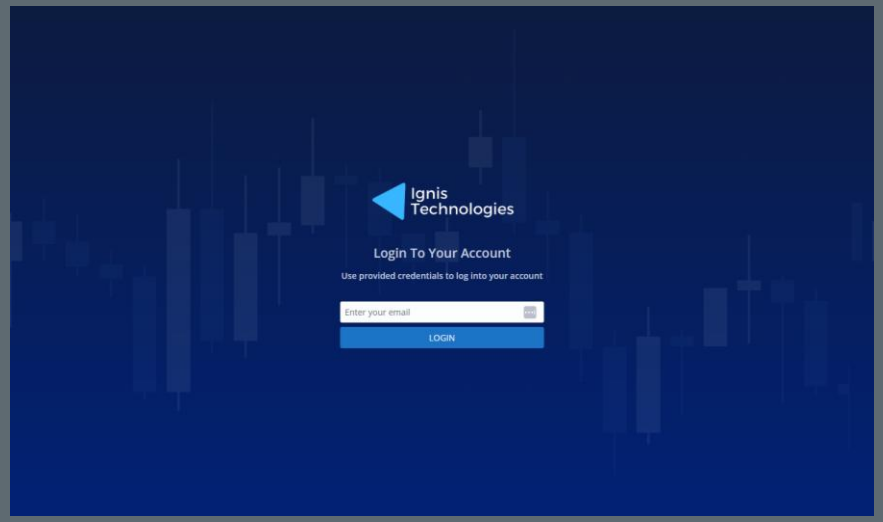


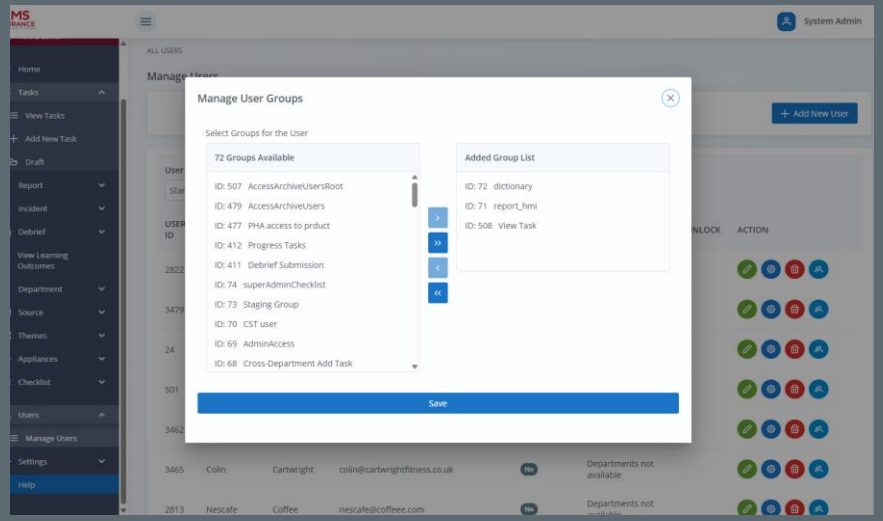





Events
Event
Event Date
User
Details
Read Task Comments list
Sun, 04 Jan 2026, 23:19:35
Root
Read Task details
Sun, 04 Jan 2026, 23:19:30
Root
Task created
Wed, 17 Dec 2025, 09:42:19
Root
Showing 1 to 3 of 3 entries :: Page No:

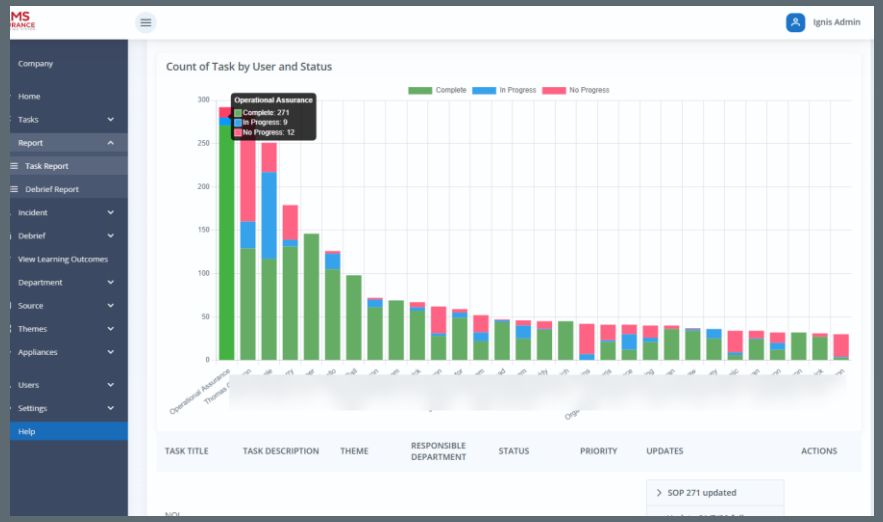


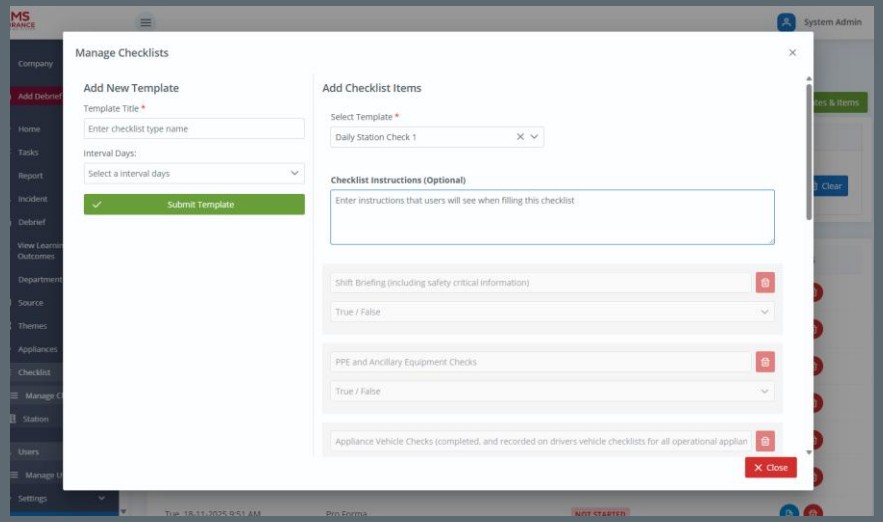



# Workflow and Audit Trails

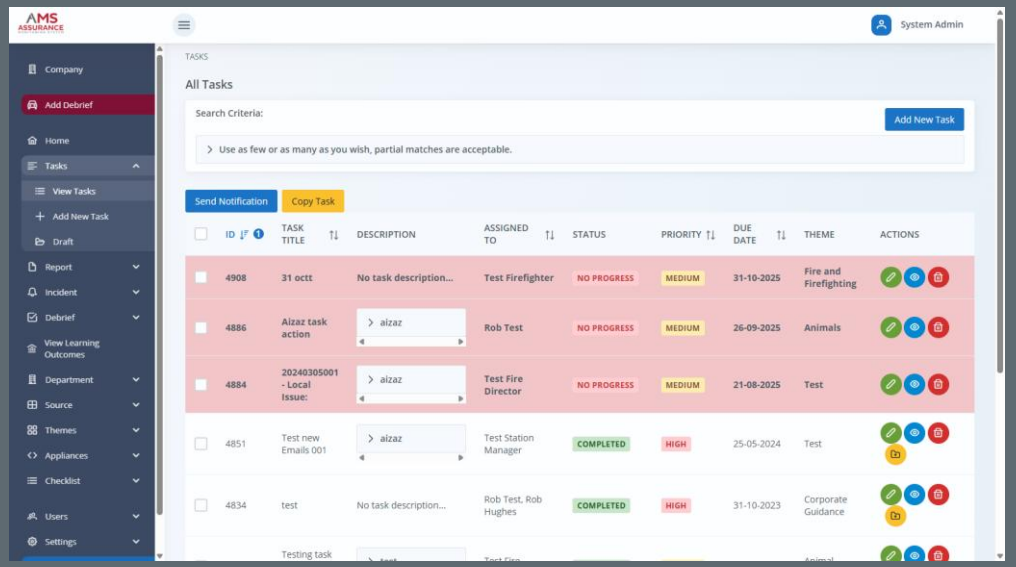
Example workflow: Capture a debrief in minutes, attach supporting documents, and assign actions to owners with due dates. AMS automatically tracks progress, sends updates through the governance workflow, and keeps an audit trail so nothing is lost between teams, shifts or departments.

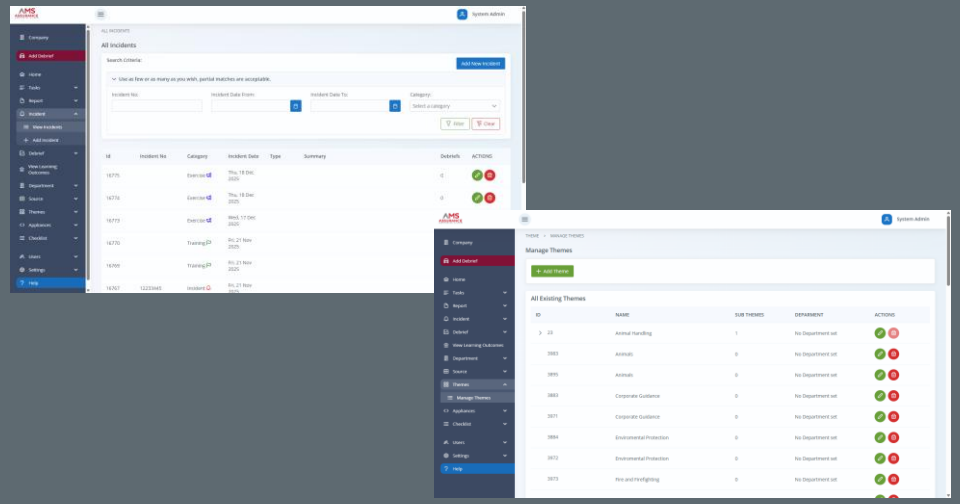



# Dashboards and Reports

Example outcome: Turn operational learning into insight. Dashboards and reports let you filter by source, theme, station/watch, incident type and time period — supporting trend analysis, training planning, and inspection-ready evidence at any time.




# Integrated Components

AMS is made up of integrated components that support the full operational assurance and learning lifecycle.

# Integrated Components

- Lifecycle support: debrief capture and review, incident assurance monitoring, organisational learning dissemination, action/decision tracking, analytics and reporting, and governance/audit.
- These work together on one secure platform to provide real-time oversight and clear evidence of learning, improvement and compliance.



# Further Technical & Security Details

- Onboarding, Offboarding, Support, Security and Technical Requirements

# Effortless Onboarding & Offboarding

- Effortless onboarding and offboarding is supported through single sign-on (SSO) and comprehensive APIs across all elements of the software, enabling users, roles, permissions and data to be created, updated or removed automatically from connected systems.
- This reduces manual administration, ensures users always have the correct level of access, and allows access to be granted or revoked immediately as roles change, strengthening security and governance while supporting rapid adoption.



# Effortless Onboarding & Offboarding

- Onboarding follows a phased approach: instance configuration, user/role setup, and guided training to create internal champions.
- Data can be imported in bulk (e.g., users, reference lists, historic records where applicable) and exported at any time for local retention or analytics.
- Access is controlled through granular permissions, and offboarding supports secure export and deletion/return of data on request.



# Support

- Support is delivered through a centralised Freshdesk ticketing model so all requests are logged, tracked and managed transparently.
- We operate a “knowledgebase-first” approach for common how-to queries, with escalation for bugs and critical issues, and published targets for response handling.
- The service is hosted on Amazon Web Services (AWS) with resilient design and monitoring, and access is protected using multi-factor authentication/2-factor authentication by default, with role-based permissions to control what users can view and do.
- The platform is hosted on UK-based AWS infrastructure, providing high availability, resilience and UK data residency. Security is reinforced through single sign-on (SSO) and multi-factor authentication (MFA) to control user access, alongside annual independent penetration testing to identify and remediate vulnerabilities.
- Together, these measures ensure reliable support, strong data protection and compliance with UK information governance expectations.



# Security

Security is governed through a documented risk management framework aligned to UK best practice. Data is encrypted in transit (TLS 1.2+) and encrypted at rest, customer data is logically segregated, and security-critical activity is logged to support investigation and audit. We maintain an incident response policy and a vulnerability disclosure process, and on termination we can return customer data in a standard format and remove it from our systems on request (subject to legal retention requirements).



# Technical Requirements

- Cloud-delivered SaaS – no local installation required
- Modern web browser (Chrome, Edge, or equivalent) with JavaScript enabled
- HTTPS access outbound (TLS 1.2+); typical requirement is outbound TCP 443
- Ability to receive 2FA tokens via email for user authentication (default)
- Optional: API access for integration/export; REST endpoints secured via authentication
- Optional: Secure file transfer (SFTP) can be used for bulk migration where required
- Recommended: nominated service admins/super-users for permissions and configuration



# Contact us

hello@learnprogroup.com

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