

firewatch



Service Definition



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



FireWatch Track Record

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

- Created in partnership with the Fire & Rescue community, our FireWatch specialist ERP suite integrates accurate, real-time data across FRS departments for full visibility and greater efficiencies – giving a 'complete picture' for critical planning and decision-making

Some customer examples:

- Cumbria Fire & Rescue Service
- Leicestershire Fire & Rescue Service
- West Sussex Fire & Rescue Service
- Derbyshire Fire & Rescue Service
- Surrey Fire & Rescue Service
- Humberside Fire & Rescue Service



FireWatch

- The only truly interconnected fire service management system!
- FireWatch is the UK's leading Fire & Rescue Service Enterprise Resource Management platform, developed with the fire service to optimise human and operational planning. It provides managers with a connected view of resources, boosting efficiency and readiness.
- Optional modules cover HR, time, payments, operational availability, training, assets, fleet, and health & safety.



Key Features

- **Human Resource Management:** Posts, contracts, organisational structures, payments, recruitment, appraisals, grievances, and document management.
- **Time Management:** Working patterns, flexi-time, TOIL, absence, leave, and compliance with the Working Time Directive.
- **Operational Availability:** Live geographical maps, duty planners, station and vehicle totals, alerting, SMS/Email/Push notifications, and resource requests.
- **Training and Development:** Qualifications, training course management, and maintenance of competency records.
- **Occupational Health & Safety:** Safety event workflow management, electronic case files, occupational health records, and related capabilities.
- **Fleet Management:** Auditing, testing, defect reporting, servicing, and fuelling.
- **Asset Management:** Auditing, testing, defect reporting, registering, requisitions, stock management, pick lists, and integration with QR codes and Zebra printers.



Key Features

- **Microsoft Entra, Teams & SharePoint Integrations:** Single sign-on (SSO), user account management, Teams integration, and SharePoint Online for file storage.
- **FireWatch LearnPro/pdrPro Connector:** Seamless transfer of assessment results and other data between FireWatch and LearnPro/pdrPro.
- **AI Chatbot & OpenAI Integration:** Interact with data and functions using voice or plain-English text input.



Key Benefits

- **Specialist integrated ERP system for Fire & Rescue Services:** Increases efficiency, eliminates duplication, reduces multiple logins, and removes manual workarounds.
- **Comprehensive optional modules:** Cover all key resource and asset functions of the FRS, providing a complete operational picture in one place.
- **Effective workforce and asset management:** Ensures the right people, skills, and assets are monitored, co-ordinated, and managed efficiently.
- **Risk reduction:** Minimises operational and business risks through automated intelligence and streamlined workflows across departments.
- **Simplified compliance and performance management:** Aligns with risk plans, government guidelines, and auditing requirements.
- **Secure, resilient SaaS platform:** Hosted in Microsoft Azure UK datacentres, delivering high availability and secure access from anywhere, at any time.



FireWatch Modules

- [Read about our FireWatch Modules in more detail](#)

Senior Management

- Supporting the large-scale migration away from stand-alone departmental software and silos, towards connected systems and teams. It's time for a more integrated, coordinated approach within Fire & Rescue.
- FireWatch connects human resources, skills and assets to give you the complete picture across all functions – from emergency response to targeted preventative work. So that senior management always has a real-time, accurate view of resources and performance.



Human Resources

- Ensuring a single source of data for establishment, personnel and contract information, shared instantly with other modules for an accurate organisation picture – with actionable dashboards, organisation modelling and reporting included.
- FireWatch gives you confidence in specialist contract and HR data, so you can forward plan with accuracy, and ensure your establishment profile matches your community's needs.



Availability Management

- Provides down-to-the-minute organisation status generated via real-time HR, availability and vehicle data – with actionable dashboards and reporting included. Also supports traditional, flexible and self-rostering work patterns, and provides a 'shift marketplace' for advertisement and fulfilment of shortages.
- FireWatch removes duplication and provides accurate, easy-to-understand cross-departmental data so you always know which vehicles and people are available – with the correct equipment and skills for the job at hand



Assets & Fleet

- Efficiently plan and manage assets and fleet, including sites, buildings, PPE and other areas. Connects to appliance availability and supports servicing, standardised tests and fuelling of fleet and operational assets. Integration with scanning and audit processes - including via mobile app.
- FireWatch empowers you to efficiently plan, manage and track PPE, buildings, fleet and other assets, so crews have everything they need. Your team can also perform testing, audits, scan, defect and track assets with the mobile app.



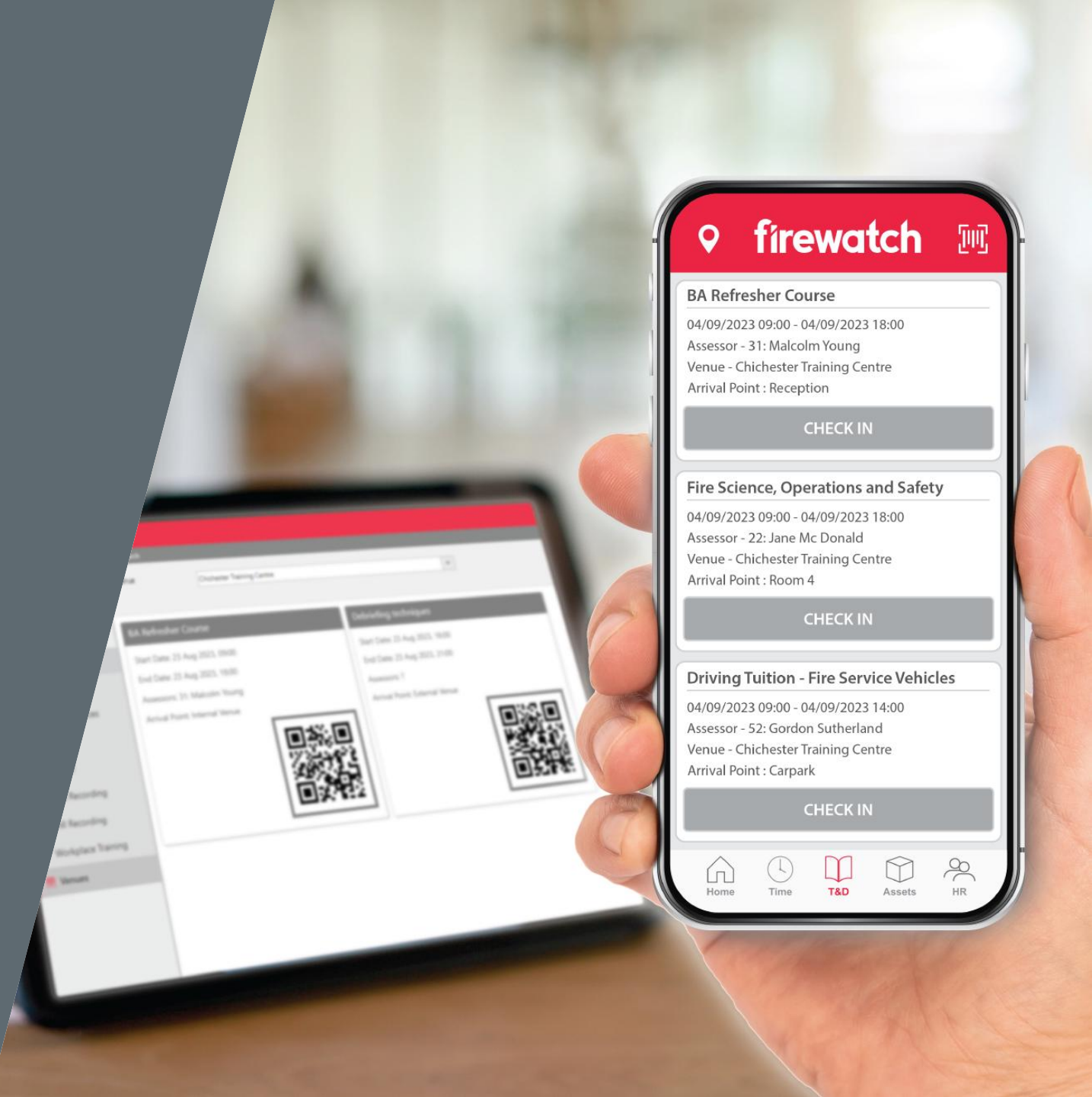
Health & Safety

- With the health and wellbeing of your staff paramount, FireWatch gives you a complete, secure picture of your workforce safety and performance, and integrates with HR, assets and availability – with dashboards and reports included.
- FireWatch delivers the data and reports you need to track and manage health and safety incidents as an electronic case file, and supports occupational health – so you can really focus on reducing risk and ensuring excellent staff welfare.



Training & development

- Support acquisition and maintenance of competency, including PDRs, NOS (or other role maps) and NVQs. Manage training centre resources, assessments, event recording, and employee appraisals and performance reviews. Also included – actionable dashboards, reporting and self-service via the mobile app.
- FireWatch provides intuitive tools to plan and manage your complex, critical training needs, so our skills don't fall out of ticket. Your data is also fully-audited, and can be easily maintained and shared with other teams.



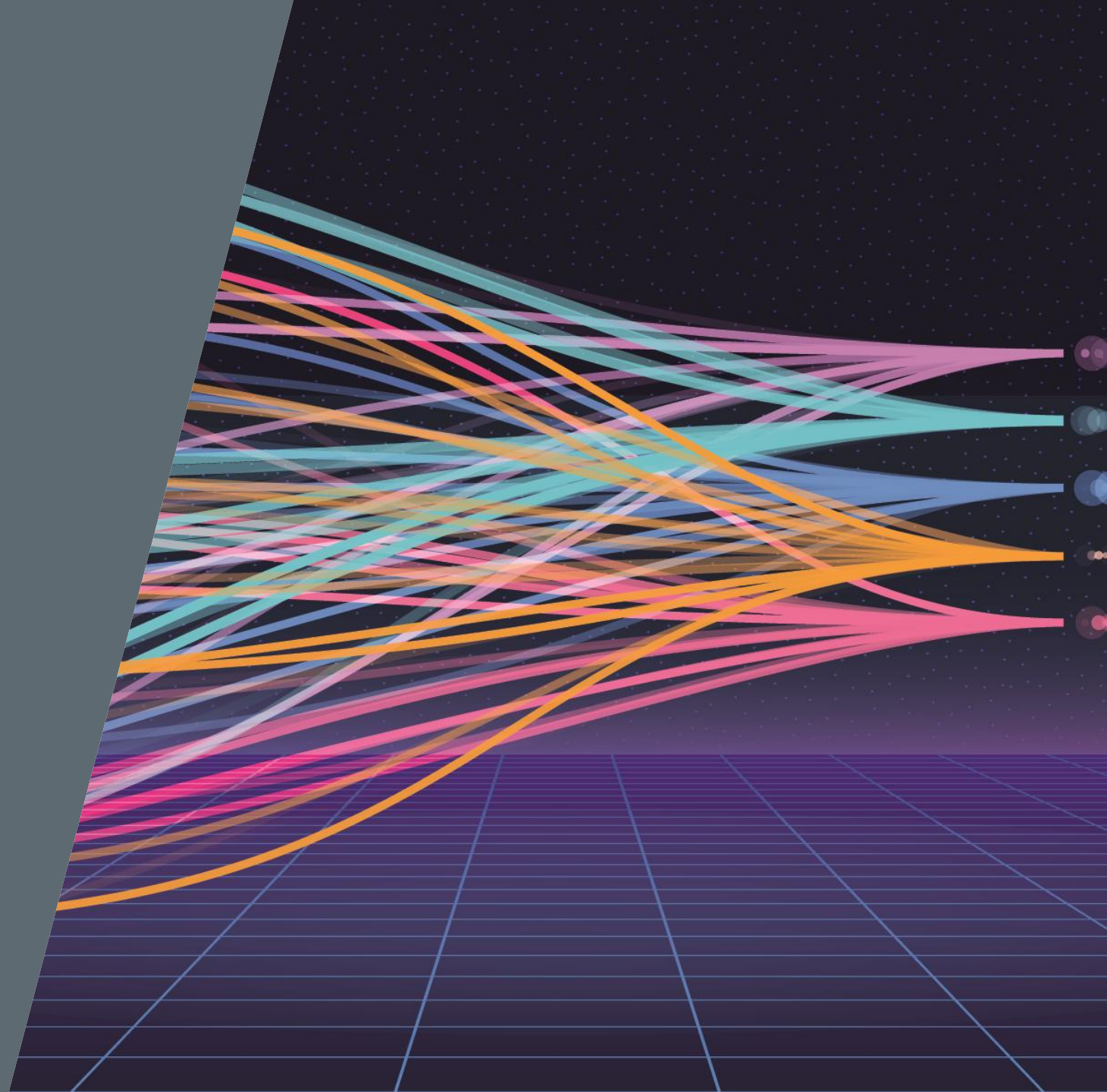
Workforce self-service

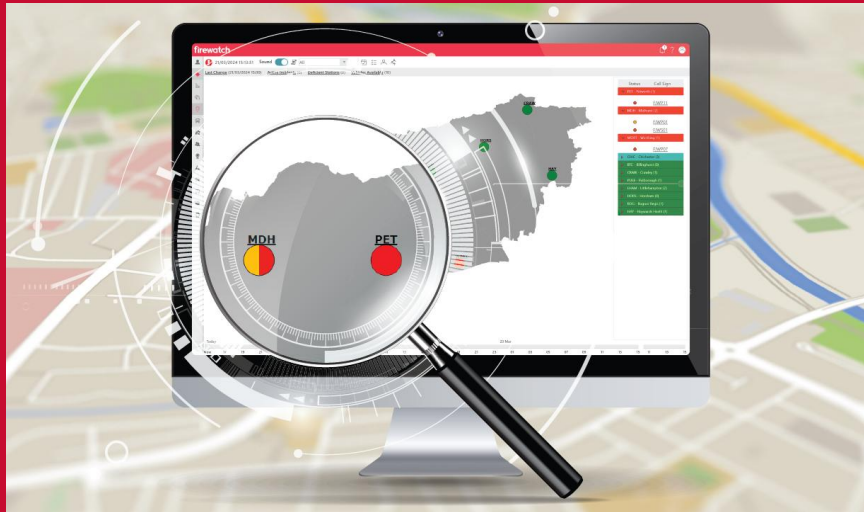
- Enable employees to remotely complete tasks, and monitor and maintain their information via the mobile app or Web client, featuring actionable dashboards. Provides a single intuitive system to manage contact details, training & development, availability, holiday entitlement, leave and payments.
- FireWatch sends you shift requests, lets you book on and off duty in the App, Teams and Web Client, provides access to personal data, enables you to submit leave requests, and view qualification and training course details using the mobile app or Web client.



Intelligent response

- FireWatch supports intelligence-led resource planning and decision-making – a crucial part of incident management. It provides vital organisation status and projection data to assist with forward planning, and inform critical, real-time emergency response.
- FireWatch applies underlying intelligence and business rules so that you can see at-a-glance which resources and vehicles are available, then selectively alert crew and allocate shared resources to support attribute-based mobilisation.





Screenshots

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



Effortless Onboarding

Onboarding & Implementation:

- We provide a comprehensive training programme to support the 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

LearnPro Group 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 FireWatch 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. FireWatch/Infographics (part of LearnPro Group) also has ISO 9001:2015 certification.



Contact Us

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