

redkite



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 training, competency, and asset management systems support Fire & Rescue Services across the UK. We also work with airports, the military, and industrial FRS in the UK and the Middle East and have a long history of excellence in solutions and service.



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 Learning Partner

A globally expanding Learning Partner
able to offer a broad range of solutions

An affordable VR solution that combines
the best of all types of VR

One single provider for LMS,
Competency Management, Learning
and Training

A globally leading gamification engine,
enabling real-time decision making training



Simple pricing and implementation.
Giving you peace of mind on the total
cost of ownership

Total pride as a subject matter expert in
Fire, Rescue and Emergency sectors

A community approach to development.
We prioritise developments on what Fire,
Police & Ambulance professionals tell us
they need.

We keep up with regulatory changes
and ensure your system continues to
work for you

Why Redkite?

Trusted by more than 90 organisations across 20 countries, Redkite eliminates gaps in competency-based training and asset management.

- By replacing manual processes with a centralised, automated solution, Redkite helps organisations save time, reduce costs and improve operational readiness.
- We work with leading UK Fire & Rescue Services, as well as industrial and aviation fire/safety clients across the UK and overseas.



Track Record

- Redkite's market-leading training, competency, and asset management systems support public sector Fire & Rescue Services, and airport, military, and industrial Fire and Rescue Services in the UK, the Middle East, and other worldwide locations.
- As LearnPro Group, we work with public and private sector bodies in the UK and beyond, with most using our full product/service suite, with c.250,000 emergency professionals served each year and a portfolio of 800 public/emergency & third sector clients.
- With a long history of excellence in the aviation sector, Redkite clients include UK Fire & Rescue services, and all major UK and large global airports, such as London Heathrow and King Khalid International in Saudi Arabia.



Sample UK FRS Customers

Sample Redkite Fire & Rescue customers:

- Northamptonshire Fire & Rescue Service
- Derbyshire Fire & Rescue Service
- Merseyside Fire & Rescue Service
- Hereford & Worcester Fire & Rescue Service
- Leicestershire Fire & Rescue Service
- Nottinghamshire Fire & Rescue Service
- States of Jersey Fire & Rescue Service
- Lincolnshire Fire & Rescue Service
- South Wales Fire & Rescue Service
- Warwickshire Fire & Rescue Service



Redkite Overview

Redkite brings everything together:

It integrates training, asset management and incident logging into one seamless platform, ensuring compliance, efficiency, and readiness.

- The Competence Management solution keeps staff trained and certified.
- The Asset Management solution ensures equipment is maintained and available.
- The Incident Logging solution streamlines reporting and resolution.



Key Features

- Training and competency management module
- eLearning module with online assessments
- Course Management System
- Appraisals module and Certificate manager
- CPD Hours/Incident command log/Driving log
- Incident logging system
- Equipment management system with asset training and testing
- Mobile inventory recording with barcode/RFID
- Defect & Repair Management
- Real-time reporting with user filtering/grouping and sorting



Key Benefits

- Supports self-guided learning, classroom training, and blended learning
- Improves knowledge retention and highlights training gaps
- Provides secure, trackable training records for audit and compliance purposes
- Enables scenario-based learning and simulations for hands-on skill development
- Improves asset visibility and control across all locations
- Reduces compliance risk through automated maintenance checks
- Reduces missed actions through timely automated email alerts
- Enables faster decisions through role-specific and customisable dashboards

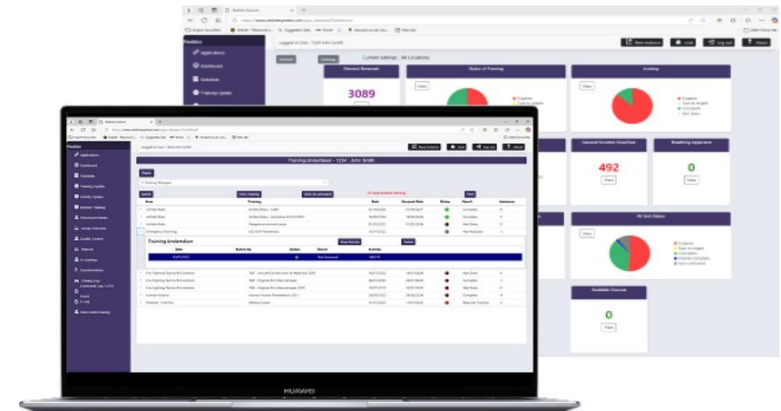


Redkite Modules

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

Competence Management System

Cut admin time, ensure compliance, keep teams ready. Managing training and compliance doesn't have to be complicated. Redkite's Competence Management Solution automates assessments, tracks skills and ensures teams stay qualified, so you can focus on performance, not paperwork.



Competence Management System

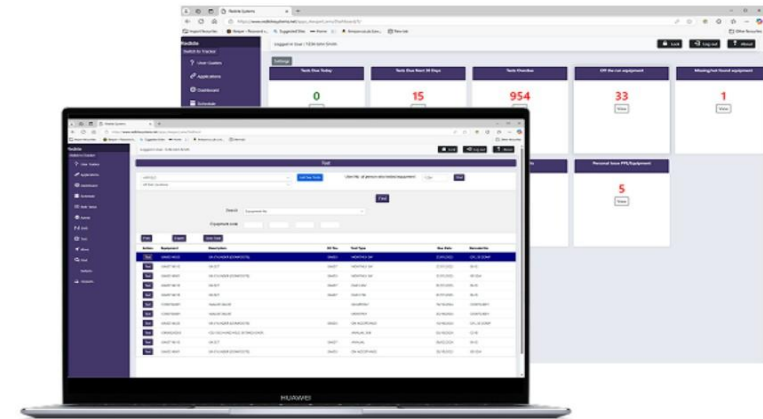
Key features & benefits:

- Ensures Compliance - Tracks training records and certifications.
- Prevents Skills Decay - Automates refresher training and reassessments.
- Reduces Admin Time - Eliminates paperwork and manual tracking.
- Smart Assessments - Uses real-world scenarios for evaluations.
- Flexible & Scalable - Adapts to any competence framework.



Asset Management System

Managing assets manually is costly, inefficient & risky. Spreadsheets, paper records and disconnected systems create inefficiencies, increase costs and put critical assets at risk. Without real-time tracking and automation, organisations struggle to keep assets operational, compliant and available when needed.



Asset Management System

Challenges of legacy and paper-based systems:

- Spreadsheets & paperwork lead to errors, inefficiencies, and wasted time
- Assets get lost, misplaced, or underutilised, increasing costs
- Missed maintenance schedules lead to breakdowns and downtime
- Lack of real-time tracking creates compliance risks and delays

With Redkite:

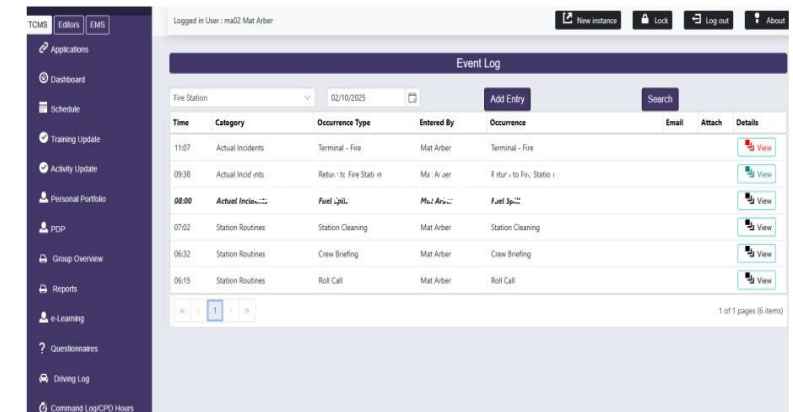
- The Asset Management Solution automates asset tracking, maintenance, defect management, and compliance—all in one powerful, integrated system.



Incident Logging System

Without a secure log, critical decisions go untracked. Without a centralised digital log, critical incident data can be delayed, lost or misinterpreted. Paper logbooks make it difficult to track events in real-time, slowing response times and creating compliance risks. Teams need a secure, searchable, and instantly accessible system to manage incidents effectively.

E-Log – Calendar view of incidents.



The screenshot displays the E-Log system interface. On the left is a dark sidebar with navigation links: Applications, Dashboard, Schedule, Training Update, Activity Update, Personal Portfolio, PDP, Group Overview, Reports, e-Learning, Questionnaires, Driving Log, and Command Log/CPI Hours. The main area is titled 'Event Log' and shows a calendar for February 10, 2025. A table lists incidents with columns for Time, Category, Occurrence Type, Entered By, Occurrence, Email, Attach, and Details. The table contains five entries, with the first one highlighted in red. At the bottom right, it indicates '1 of 1 pages (5 items)'.

Time	Category	Occurrence Type	Entered By	Occurrence	Email	Attach	Details
11:07	Actual Incidents	Terminal - Fire	Mat Arber	Terminal - Fire			View
09:38	Actual Incident	Return to Fire Station	Mat Arber	Return to Fire Station			View
08:00	Actual Incident	Fuel Spill	Mat Arber	Fuel Spill			View
07:02	Station Routines	Station Cleaning	Mat Arber	Station Cleaning			View
06:32	Station Routines	Crew Briefing	Mat Arber	Crew Briefing			View
06:15	Station Routines	Roll Call	Mat Arber	Roll Call			View

Incident Logging System

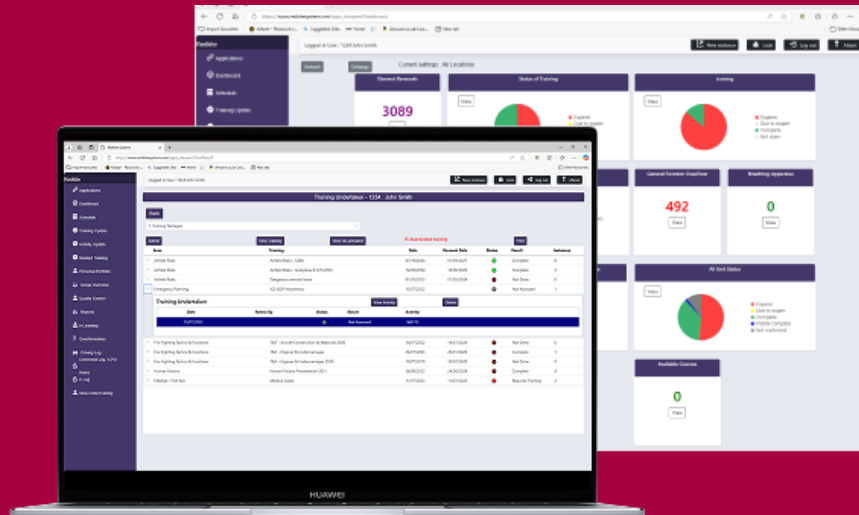
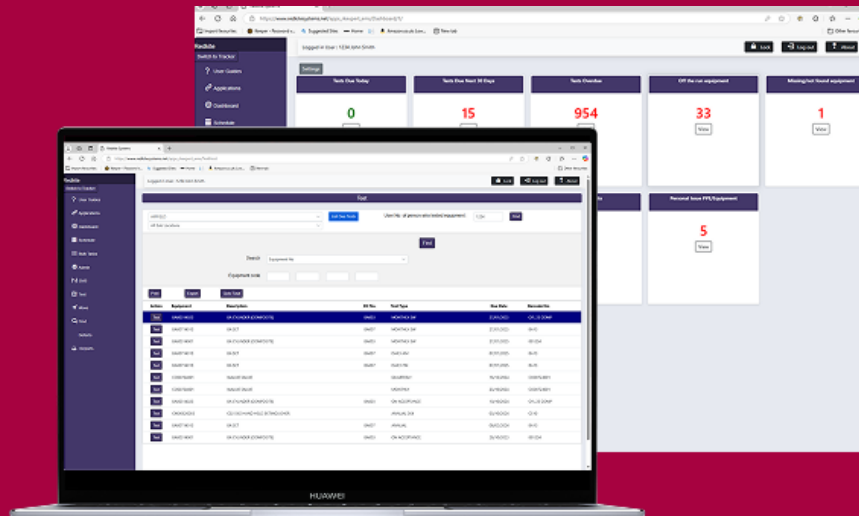
Challenges of legacy and paper-based systems:

- Paper logbooks are prone to loss, misinterpretation, and delays
- Searching for past records is time-consuming and unreliable
- Incident response is slowed when decision-makers are off-site
- Lack of real-time updates leads to miscommunication & compliance risks

With Redkite:

- The Incident Logging Solution automates incident tracking, ensures real-time access to logs and integrates with asset & competence management—giving teams instant, reliable information when it matters most.





Screenshots

- Further screenshots to provide a glimpse of the look and feel the users experience

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

Support is available via email and outgoing phone support:

- Most queries are dealt with within a couple of hours.
- For more complex issues, a timeline will be provided.
- In most cases, the person who first responds to the email will see it through to resolution.
- Technical developers are involved in the support process, depending on the type and level of the support query.
- With the exception of enhancement requests, all problems as described in the SLA are covered in the licence.



Technical Specification

Dedicated hosted server: Your dedicated applications are installed on our dedicated, secure hosted servers in secure data centres located in London, England and are managed by Rackspace who provide server support 24 x7 x 365, with a guaranteed uptime of 99.98%.

Rackspace hold ISO 27001: 2013 and SOC 2 amongst other security certifications.

Redkite hold ISO 9001:2015 and apply rigorous cyber essentials policies.

Back up: An incremental system backup is undertaken each day and a full backup of your applications and data is undertaken weekly. Backups are held for 4 weeks at two secure sites.

Disaster Recovery: Data piping is undertaken to pipe data from the operational server to an identical reserve server on a separate secure site to provide rapid disaster recovery with a maximum RPO of 24 hours and RTO of 24 hours.

Firewall and Cyber Security: Your data and applications are further protected with a Cisco Systems firewall and Armor Anywhere.



Technical Specification

Encryption: All data is encrypted in transit using Thawte 256-bit SSL (https) and sensitive personal data is encrypted at rest.

Penetration and Vulnerability Tests: The software and hosted server have met rigorous penetration testing standards undertaken independently by numerous clients. With prior permission, you are free to undertake your own PT/VA tests.

Your unique dedicated system is not shared by any other customer, and your data is held in a separate SQL Server database. All SQL licenses are included.

A secure single log-in portal: Provided to allow easy access to your systems and up-to-date online User Guides. The portal allows you to set comprehensive security settings for users.

Data Protection and Privacy Policy: Redkite adheres to data protection rules applicable in the country of usage. Please view our privacy policy at [Privacy Policy – LearnPro Group](#).

Additional: Access to Adobe Reader and MS Excel or similar is required on local workstations for report generation.



Security

Your data security is our priority.

- We work with Rackspace for Cloud hosting, which is an ISO 27001-certified organisation, ensuring a rigorous information security framework protects your information. Redkite also has ISO 9001:2015 certification.
- 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.



Contact Us

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redkite