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Pro-Cloud

G-CLOUD 15
SERVICE SPECIFICATION



Executive Summary

For more than 30 years, CSS Europe Limited has developed cloud software platforms that **help organisations improve services and manage essential operations.**

CSS solutions support a wide range of public and private sector partners, such as the NHS, local authorities, healthcare and cultural institutions, media organisations and emergency services, in achieving efficiency and meeting regulatory obligations.

Many clients choose to stay long-term. They rely on CSS' software and ongoing support to help them run their day-to-day operations smoothly and to adapt as their needs evolve.

Pro-Cloud

Pro-Cloud is a cloud-based asset management solution that will **track and trace assets, manage and automate equipment maintenance, and monitor KPI's** across every level of your organisation.



30
YEARS OF
EXPERIENCE



TRUSTED TO
CONTINUALLY
DELIVER DIGITAL
EXCELLENCE

OUR SOLUTIONS

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TCES Community Wheelchair

A paperless platform that streamlines clinical and logistical processes across Wheelchair Services, improving visibility and record accuracy.



TCES Community

A cloud-based Community Equipment Service platform supporting equipment ordering, delivery and management for discharge and admission-prevention pathways.



Pro-Cloud Public Safety for Ambulances

A configurable set of modules designed to support day-to-day ambulance operations, tailored to meet the requirements of any ambulance service.



Pro-Cloud Public Safety Bluelight

A dedicated platform for Fire & Rescue and Police services. It provides full asset tracking, automated maintenance workflows and real-time performance monitoring.



Pro-Cloud Fleet

A fleet tracking and management platform using telematics to provide real-time data on fleet activity. Available as a standalone tool or integrated module within other Pro-Cloud solutions.

OUR SOLUTIONS



All CSS software comes under the Software as a Service model (SaaS), with Project Implementation being fundamental in getting Pro-Cloud, or any other software solutions, operational within a 16-week timeframe. This model allows us to offer the most cost-effective subscription package compared to other solutions on the market.

In addition to the core offering of Pro-Cloud, CSS provide further solutions for a variety of industries and sectors including:

- Pro-Cloud Public Safety for NHS Trusts, Charities & Private Ambulance Services
- Pro-Cloud Public Safety for Fire and Rescue and Police Services
- TCES Community Wheelchair for Wheelchair Services
- TCES Community for Customer Equipment Services

For further details on the solutions listed above please see them as listed on the G-Cloud 15 framework. Alternatively, contact CSS directly or visit www.worldwidecss.com for more.

PRO-CLOUD

ESSENTIALS

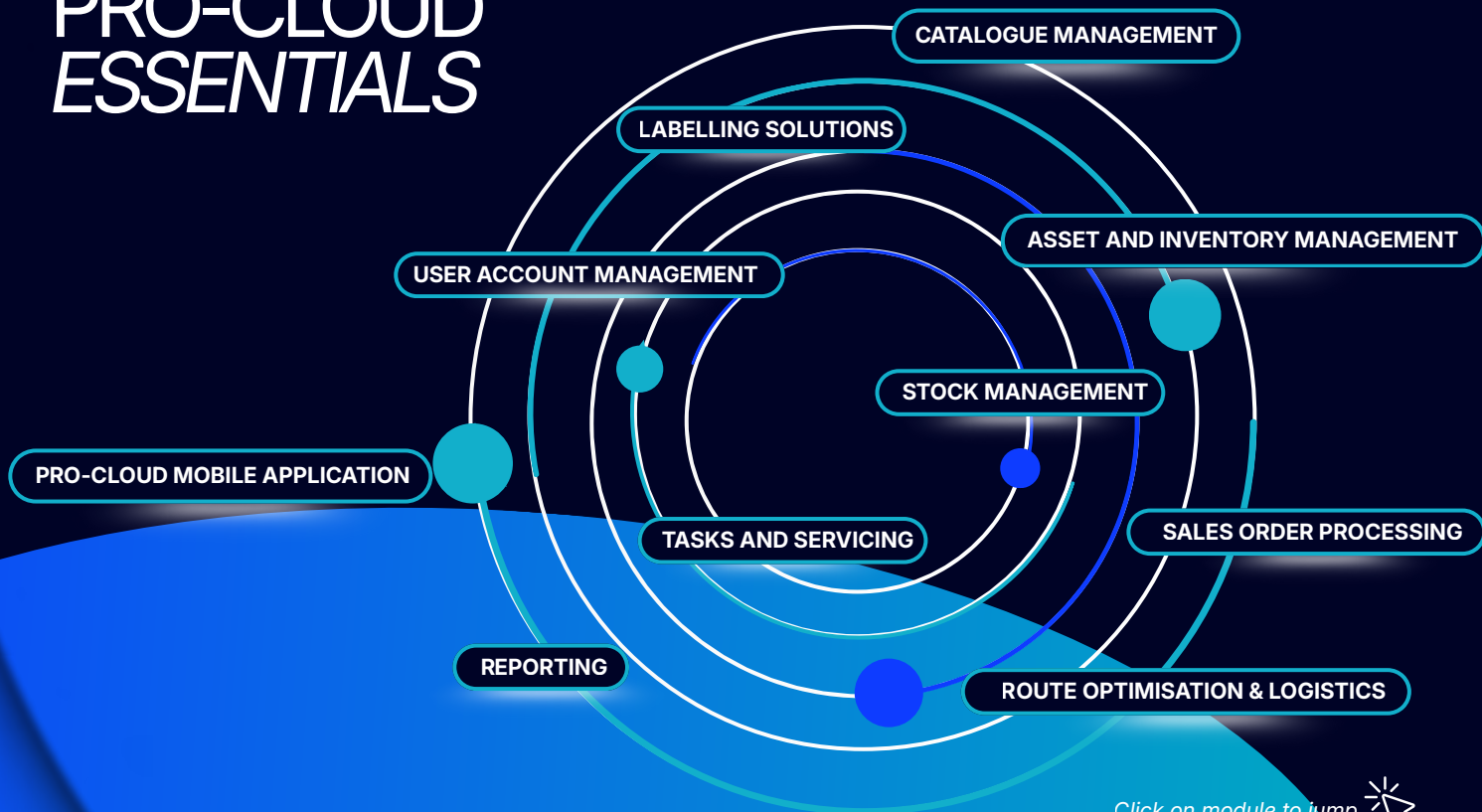
Pro-Cloud is a full-loop Asset and Logistics Management software solution that is fully configurable for any organisation's operational services. The Essentials Package is the minimum subscription required to introduce **service improvement, innovation, and efficiencies** into your organisation. The modules provided in the Essentials Package will facilitate the complete management of your warehouse(s) through to the delivery of the service to an end-user.





PRO-CLOUD ESSENTIALS

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CATALOGUE MANAGEMENT

The Catalogue Management module is a highly configurable comprehensive register and handles a variety of asset classes including tracked assets, non-tracked assets, consumables, and services. A comprehensive information profile of the product can be recorded which includes, but is not limited to;

- Manufacturer (webpage, details, manufacturer code)
- Purchase and Sale Costs
- Stock holding levels (minimum and maximum levels)
- Usage limitations (Health and Safety guidance)
- Delivery implications
- Warranty and Shelf-Life Period
- Product image(s)



ASSET AND INVENTORY MANAGEMENT

This paperless module forms the foundation of Pro-Cloud and manages stock control, asset traceability, asset lifecycles, and much more. Take control and benefit from real-time visibility of your catalogue of assets by utilising Pro-Cloud's asset tree structure, asset locations, and sub locations. Our comprehensive labelling procedure is instrumental in delivering valuable and accurate stock management data that is automatically accessible. With a combination of labelling and tagging options available through Pro-Cloud an organisation can:

- Uniquely identify critical and high-value equipment including the Manufacturer's Serial Number
- Manage each asset in compliance to the manufacturer's specifications as well as Health and Safety guidelines e.g. LOLER, PAT and PUWER
- Track the movement of an individual asset throughout its entire lifecycle
- Maintain a centralised record of information for each asset
- Easily undertake MHRA recalls
- Calculate capital investment by value and quantity with user-friendly asset reports



STOCK MANAGEMENT

Keep stock visibility high and ensure every asset movement is recorded and updated in real-time.

The Pro-Cloud goods-in procedure, activity completion, and scrap and stock loss functions are all integrated into handheld scanning devices - ensuring every asset activity is recorded and updated in the system in real-time. This module is where stock takes are carried out and enables organisations to efficiently manage stock levels by setting minimum and maximum inventory thresholds. This will help centralise stock management, monitor stock, and track finances for more efficient long-term planning.

The Stock Management module incorporates:

- Goods Receipt (Ad hoc or via the Purchasing Module)
- Stock Holding Management (min/max/reorder levels)
- Stock Movement Control - setting up rules and authorisation for stock movement
- Stock Checks - frequency ranging from Standard, Schedule or Perpetual
- Stock Performance Management - review your assets' maintenance history via the Workshop module to ensure reliability and efficacy



SALES ORDER PROCESSING

Turn your operations paperless and see a guaranteed reduced risk of errors and delays. The Sales Order Processing module allows users to view all orders at the click of a button. Vital order processing activities can be reported on in moments with the module also enabling users to manage the following activities;

- Deliveries
- Collections
- Repairs

The sales process allows the user to indicate the method of payment which can feed into invoicing. Sales invoices can be produced for month-end periods using the data from the completed activities.

If your organisation hires equipment the process allows the user to set the hire period which can produce reports for equipment to be collected back from the supplier.



TASKS AND SERVICING

With Pro-Cloud you can simplify your Tasks and Servicing by automating your maintenance schedules. Track and undertake Manufacturer and Health & Safety checks without leaving a paper trail or relying on a spreadsheet. By configuring unique assets with their service schedules you can utilise our Task Board to plan the day-to-day, month-on-month maintenance programs and assign them to the relevant personnel for completion.

- Manage manufacturer regulatory services and Planned Preventative Maintenance schedules such as PAT, LOLER and PUWER checks
- Plan and undertake servicing of equipment - ensuring everything is up to industry standards
- Report and flag late services with reason codes to mitigate any risks associated with using out-of- date service equipment
- Configure tasks required for the delivery of specialist equipment e.g undertake Pre-Delivery Inspection of specialist equipment on receipt from supplier
- Link custom digital questionnaires (i.e., Service Certificates) to ensure and simultaneously transition into paperless working



ROUTE OPTIMISATION & LOGISTICS

Using this module allows for simplified route optimisation with the following factors being integrated into its processes:

- Postcode Groups
- Activity Types
- Response Speed
- Products
- Number of personnel i.e., a two-person task
- Any alternative technicians

Optimise routing and scheduling, monitor deliveries, and maximise technician and vehicle efficiency. The tools provided by this module brings cost savings and ensures service users benefit from a highly proficient and responsive service enhanced by on-the-go SMS.

The Route Optimisation engine plans asset and equipment drops using the delivery address' GPS coordinates and creates the most efficient route from the starting point to the destination. The route can be easily monitored without contacting the driver as the logistics service offers real-time updates throughout the entire journey.



REPORTING

Pro-Cloud provides users with a standard suite of day-to-day operational reports as well as a comprehensive Business Intelligence Reporting system powered by Microsoft Business Intelligence (BI).

STANDARD REPORTS

- Automated Dashboards providing real-time statistics on Stock Alerts, Missing Stock, Pending and Late Activities, Tasks and Servicing Monitoring
- In-module reports to provide information of historical events such as Stock Take history, Product Queries, and Distribution Report within the Asset and Inventory module
- Operational reports within the reporting suite such as Equipment Replacement Asset Movement

Standard reports can be exported to .csv files for more in-depth analysis.

POWERED BY MICROSOFT BI - MANAGEMENT INFORMATION REPORTS INCLUDE BUT ARE NOT LIMITED TO:

- Financials - Capital Expenditure and Asset Replacement Forecasts
- Missing Items
- Scrap Report
- Overdue Task(s)
- Failed Task(s)
- Upcoming Tasks

Management Information Reports can be exported to PDF, Word, Excel or .csv formats



USER ACCOUNT MANAGEMENT

The Pro-Cloud User Account Management module permits authorised users to manage end-user accounts. The service can be utilised as a localised alternative to Single Sign-On integration. Within this module the controls can be configured to security policies which includes, but are not limited to:

- Idle session - account auto-logout e.g. 30 minutes with no screen activity
- Inactive Period Account Lockout e.g. after 60 days of absence from work
- Password Expiration e.g. 90 days with advance password expiration reminders
- Option for Two-Factor Authentication
- Configurable Password Rules



PRO-CLOUD APP

Take paperless working to the field with the mobile app, available for Android and iOS, the Pro-Cloud app is ideal for any mobile working solution. The suite of app modules allows the warehouse and in-field personnel to work without paper simultaneously adhering to GDPR information security guidelines. After completing tasks or activities the requisitioner is notified instantly via Email or SMS. The app's core functions include but are not limited to:

- Assigned Jobs Menu (Technician Assigned Jobs)
- Goods Receipt (Goods In)
- Inventory Management (Asset Information Lookup, Asset Checks and Asset Moves)
- Stock Management (e.g. Stock Take, Stock Transfer)
- Task Management (e.g. Ad-Hoc)

The mobile app is secured with a unique user login code or via Single Sign-On integration.



Pro-Cloud's labelling technology works with a wide range of Android mobile scanning devices. This hardware comes from CSS' partnership with Zebra Technologies, offering the most cost-effective and advance technology in the field. Your labelling solution will be curated to integrate seamlessly and work perfectly in accordance with your organisation's needs, requirements, environment, and several other factors.



LABELLING SOLUTIONS

Choosing a suitable labelling solution for your organisation is paramount in order to ensure you track and manage your inventory as efficiently as possible. All asset labels have a built-in unique asset ID number, meaning you can track and trace products throughout their complete lifecycle.

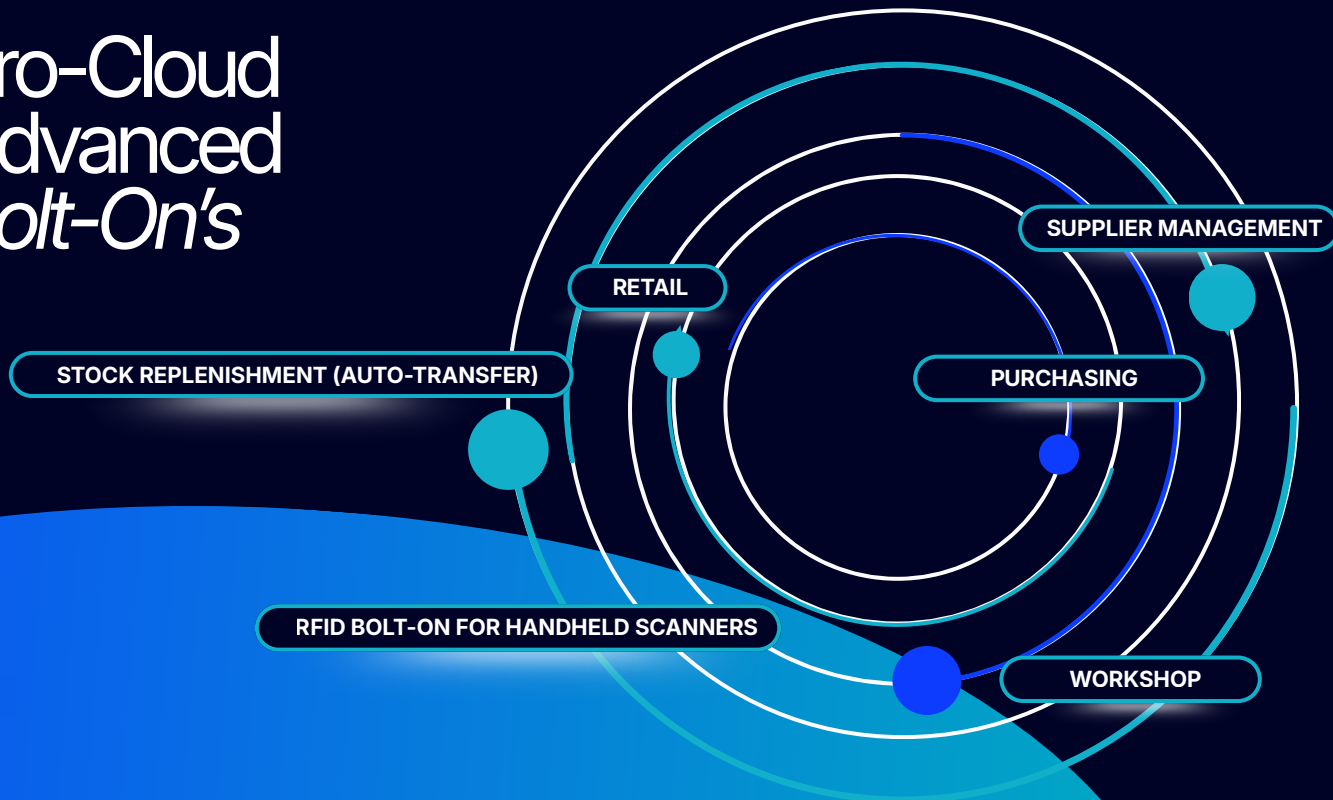
Labels can be designed to suit your requirements and you can choose how much information you want printed onto an asset label.

CSS support a variety of label/tag types such as:

- ◆ RFID
- ◆ QR
- ◆ NFC
- ◆ BLE
- ◆ GS1
- ◆ GPS
- ◆ EAN



Pro-Cloud Advanced *Bolt-On's*



Building off of the Essentials Package, Pro-Cloud's bolt-on modules offer more tools and benefits to further maximise the efficiency of day-to-day operations.



PURCHASING

The Purchasing module incorporates the entire purchasing cycle with API integration allowing data to be shared with central ERP systems. This module gives buyers more flexibility in managing purchases direct to suppliers with API integration eliminating the risk of double entry. Your purchasing team will benefit from;

- Simple interface to raise Purchases with easy to manage Supplier Information - including Stock Code, Cost, Lead Days, and Warranty
- Notifications to suppliers of a pending order with access to the Supplier Portal
- The warehouse can partially, or fully, receive orders based on dispatches from the suppliers
- Defective items can be returned upon receiving
- The system permits partial or full invoice receipts - The invoice is automatically cross-referenced with the purchase order for discrepancies prior to posting into the ledger
- Tracking dashboards highlighting late Purchase Orders



SUPPLIER MANAGEMENT

The Supplier Management module ensures any work outsourced to third-party suppliers can be provisioned and completed within the Pro-Cloud platform without dependence on external systems. Within this module, requests can be directed to suppliers to:

- Provide a quotation for the supplier of an item or service
- Request the delivery, collection or repair of an item at a location
- Sub-contract servicing direct to the supplier for completion using the Pro-Cloud third-party Supplier integrated system

Dashboards and reports provide clear visibility of the work undertaken, removing manual processes and saving time across the whole supply chain.



WORKSHOP

Pro-Cloud's Workshop module builds on the foundation of centralised community equipment management and adds an extra level of control for equipment servicing maintenance through the asset's entire lifecycle.

All costs and parts associated with individual maintenance activities are fully traceable against the asset records. This allows management to report on repair or refurbishment costs and spot recurring failure trends which can then be addressed with suppliers or manufacturers.

Labor hours can be automatically captured on a mobile device from when the job is started to the point of completion. Alternatively, it can be recorded manually.



RFID BOLT-ON FOR HANDHELD SCANNERS

Transform your everyday inventory checking processes with the RFID solution and read multiple RFID tags simultaneously, increasing operational efficiency and saving time when compared to traditional scanning methods.

RFID inventory checking can be used in a warehouse environment using a handheld RFID reader. A single scan can detect the presence of multiple RFID tags, making equipment checks quicker and simpler.



STOCK REPLENISHMENT (AUTO-TRANSFER)

Utilise the Stock Replenishment Bolt-On module to automate your stock replenishment processes, cutting out manual processes, reducing expenditure, and maintaining workable stock levels across multiple locations.

The Stock Replenishment feature lets you configure Pro-Cloud to your minimum and maximum stock level requirements. Once your holdings approach these thresholds, the system will automatically reorder, or pause any scheduled orders, to ensure your levels are workable. Combine this module with the wallboard dashboards to maintain total visibility and traceability for your stock holdings.

- Cut out manual stock replenishment processes
- Replenish stock in accordance with demand and reduce unnecessary stock holdings
- Optimise stock levels in the short and long term
- Benefit from reduced stock replenishment expenditure



RETAIL

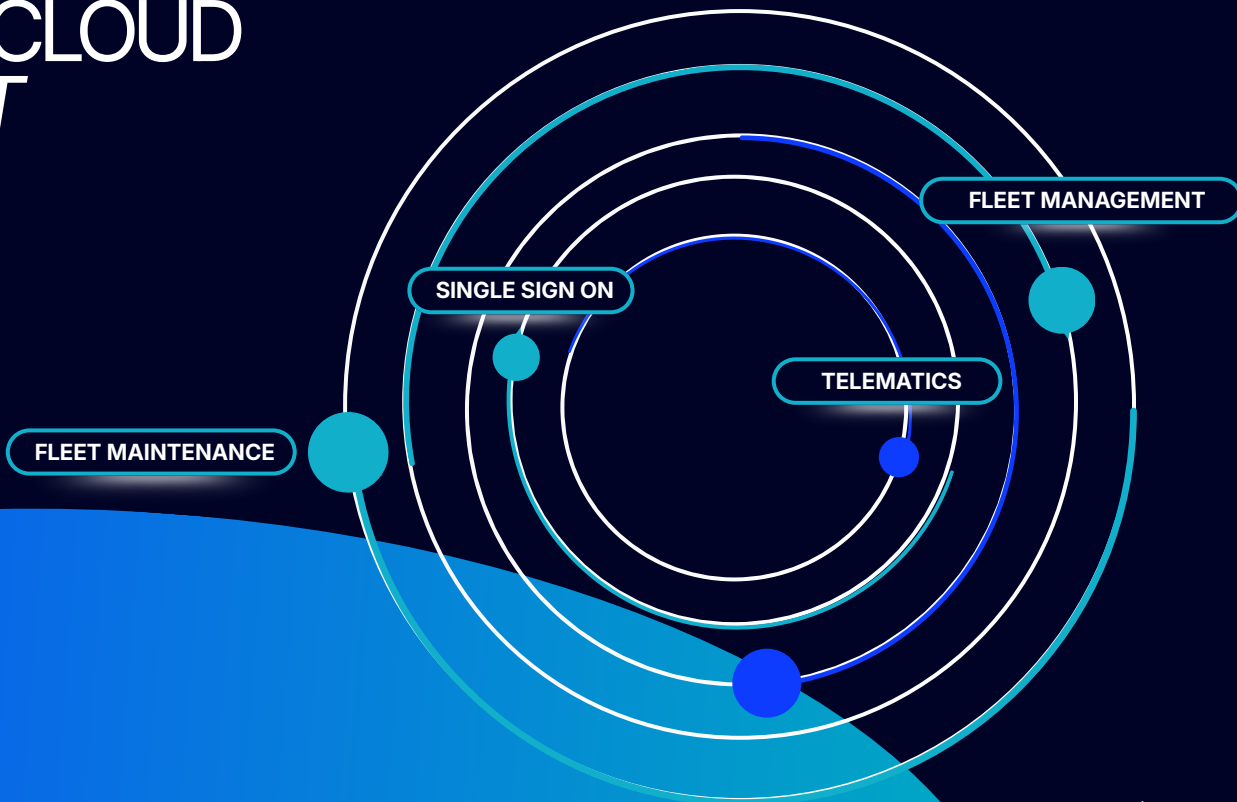
Bolt on the Pro-Cloud Retail module to incorporate your retail in Pro-Cloud. This ensures the assets that are sold directly to the public are visible and are also managed as part of the overall asset holding. The retail portal supports:

- Recorded Customer Details or Anonymous Sales
- Over-the-Counter or deliver status
- Client Delivery Arrangement
- VAT Exemption Status
- Sales Cost Centre Coding for Account Receivables financial reporting



PRO-CLOUD FLEET

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FLEET MANAGEMENT

Manage your fleet of vehicles as a stand-alone product or in conjunction with the Pro-Cloud solution.

Pro-Cloud Fleet is available as both a stand-alone solution and a Bolt-On for existing platforms.

Pro-Cloud raises the bar on fleet automation, bringing instant visualisation to your owned, leased or hired fleet in one accessible and user-friendly interface. Pro-Cloud Fleet takes care of day-to-day servicing, MOT, and inspections and also collects vital information from drivers' activity through in-built telematic trackers.

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- Accurate Vehicle Registration - Integrated DVSA Lookup
 - Record and Track Renewals - MOT, Vehicle Excise Duty (Vehicle Tax), and Insurance
 - Upload all supporting vehicle documentation and maintenance certificates against the vehicle
 - record Manage Leased and Hired Vehicles in relation to costs by day rate and mileage
 - Accident Management module facilitates Vehicle Incident Processing
 - Track Vehicle Utilisation & Optimisation via the Vehicle Usage Tracker Dashboard



FLEET MAINTENANCE

Plan vehicle maintenance and undertake statutory vehicle checks all from the Pro-Cloud Fleet Maintenance module interface.

- Easily configure the schedule into the future to support maintenance planning
- Configure your Vehicle Inspection or Service Checklist into an electronic task list
- Assign Tasks Engineers and Track the Parts & Labour time for the job
- Integrate with the Workshop and Purchasing modules (subscription required) and associate maintenance spend with Purchase Orders allocated to the job being undertaken via the Workshop module



TELEMATICS

Using advanced telematics devices, vehicle tracking and fleet efficiency indicators are seamlessly worked into Pro-Cloud Fleet (this includes the stand-alone solution and the Bolt-On).

The Telematics Dashboard will provide data on Vehicle Usage as well as Driver Behaviour i.e., average turning, acceleration, and deceleration speeds. Additionally, GPS tracking capabilities ensure real-time visibility of a vehicle's location.

Any faults identified by the device are transmitted to the Dashboard ensuring immediate resolutions to keep your fleet of vehicles both mobilised and optimised for performance.



SINGLE SIGN-ON (SSO)

Pro-Cloud can be integrated into your organisation's Microsoft Entra ID (formerly Azure Active Directory) service to provide localised user account management tools. SSO can be implemented into your organisation in the following ways:

- Standard Authentication SSO
- Multi Factor Authentication SSO
- Multi-Provider SSO

The user account import API can download and register active accounts from integrated groups and update them with any changes - eliminating the extra administrative work of onboarding and administering the end-user accounts.



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Pro-Cloud

INNOVATIVE SOFTWARE SOLUTIONS FOR MODERN CHALLENGES.

