



Pro-Cloud

Ambulance

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.

A circular graphic with a white background and a grey outer ring. Inside the ring, the text 'TRUSTED TO CONTINUALLY DELIVER DIGITAL EXCELLENCE' is written in a bold, black font. A blue curved bar, resembling a partial circle, is positioned on the left side of the inner circle.

**TRUSTED TO
CONTINUALLY
DELIVER DIGITAL
EXCELLENCE**

Pro-Cloud Ambulance

Pro-Cloud Public Safety for Ambulances comes with several bolt-on modules designed to streamline day-to-day processes and tailored to meet the needs and requirements of any ambulance service.

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

A cloud-based asset management solution that tracks and traces assets, automates servicing and maintenance, and provides KPI monitoring across all operational levels.



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 Ambulance 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 Ambulance, CSS provide further solutions for a variety of industries and sectors including:

- Pro-Cloud for Warehouse and Asset Management
- Pro-Cloud Public Safety for Fire and Rescue Services 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 AMBULANCE

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ESSENTIALS

The essential modules will streamline your warehouse, inventory, and logistical operations and manage your critical everyday assets 24/7. With the Essentials Package you can monitor every asset movement, have full visibility of stock locations, and optimise the use of your life-saving equipment.

When using Pro-Cloud Ambulance the efficiencies you will benefit from include, but are not limited to:

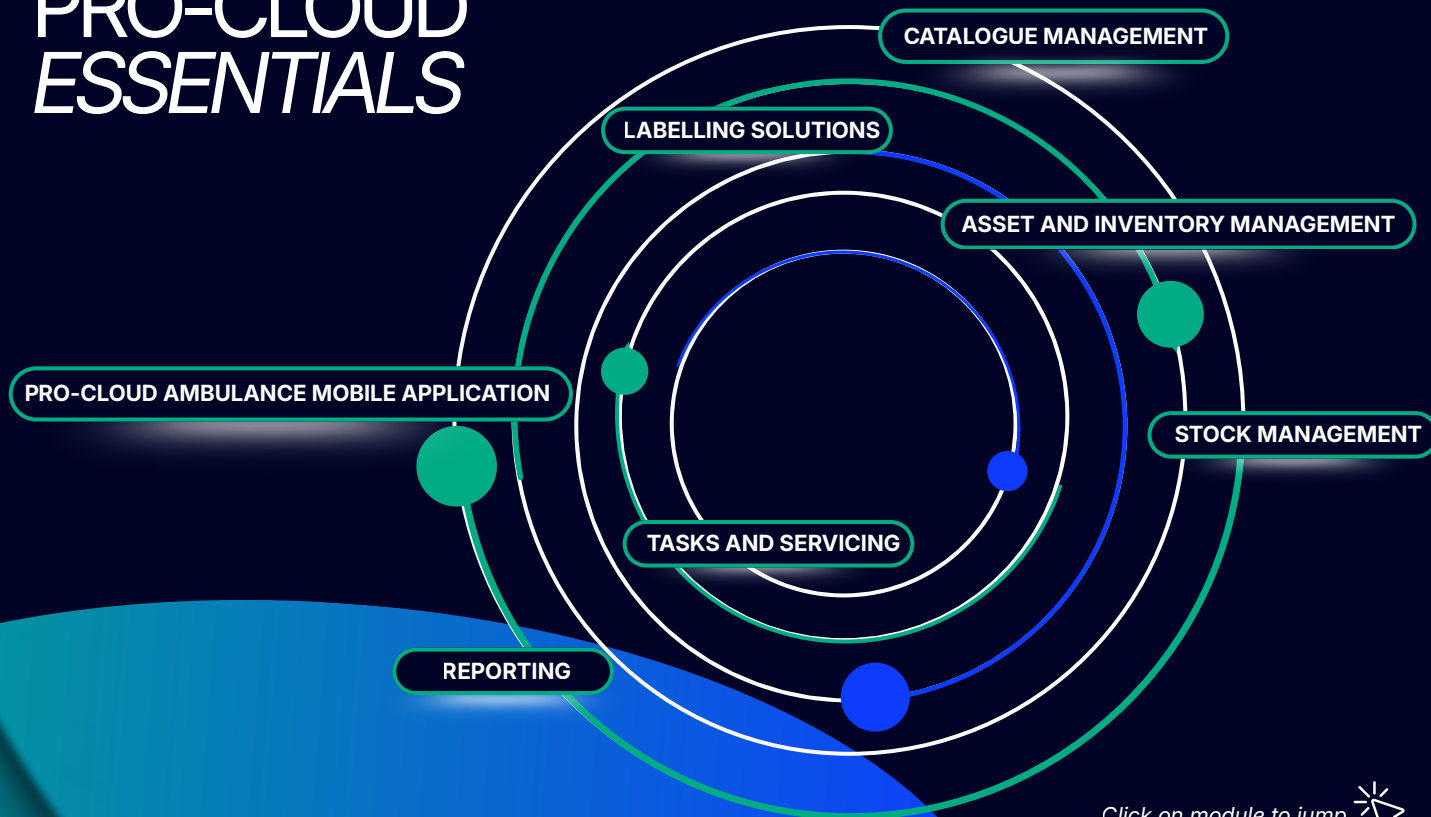
- ✓ Full visibility of your inventory Improved carbon footprint through minimal paper usage
- ✓ Centralised asset information with a user- friendly interface
- ✓ Optimised stock control with consistent processes implemented across multiple locations
- ✓ Automated workflows - reduced manual processes
- ✓ Optimised equipment usage leading to cost efficiencies
- ✓ Content-rich performance reports of assets and users via Power BI





PRO-CLOUD ESSENTIALS

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CATALOGUE MANAGEMENT

The Catalogue Management module is a highly configurable register and handles a variety of asset classes including clinical equipment, clinical consumables, medicines, uniforms, and more. Every asset and consumable in your inventory is centralised in one interface, allowing total visibility and transparency. The information collected for the Catalogue can be used alongside the Asset & Inventory module to value current asset holdings as well as make data-driven long-term decisions. You can create a comprehensive information profile including;

- 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 manages stock control, asset traceability, asset lifecycles, and much more. Benefit from complete control, real-time visibility, and control of assets across multiple locations. This module helps Ambulance Services reach and surpass any objectives outlined in an Ambulance Operations Modernisation Programme. Additionally, this module comes equipped with tools to handle MHRA Field Service notifications and Medicines Alerts to help keep your team and the community safe.

- 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
- Easily 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 Ambulance 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 an organisation 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



TASKS AND SERVICING

With Pro-Cloud Ambulance you can simplify your Tasks & 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 schedule, 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.

The capabilities of this module include:

- Manage manufacturer regulatory services and Planned Preventative Maintenance schedules such as PAT, LOLER and PUWER checks
- Easily 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 - When required, these can be escalated to the appropriate personnel to ensure an item is quarantined and replaced immediately



REPORTING

Pro-Cloud Ambulance 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:

- Key Location Stock Reporting
- Financials - Capital Expenditure and Asset Replacement Forecasts
- Missing Items
- Scrap Report
- Failed Task(s)
- Upcoming Tasks
- Overdue Task(s) - by Branch
- Checks or Tasks - by Equipment, Product Code, or Asset

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



PRO-CLOUD AMBULANCE MOBILE APPLICATION

The Pro-Cloud Ambulance app, available for Android and iOS, comes as standard and gives Ambulance teams access to the Pro-Cloud Ambulance system in the palms of their hands. With the app at their disposal, the team will receive notifications of their activities and alerts for important information. 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 Ambulance'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 advanced technology in the field.

Your labelling solution will be curated to integrate seamlessly and work perfectly in accordance with your Service's requirements.



LABELLING SOLUTIONS

Choosing a suitable and scalable labelling solution for your Ambulance Service 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 entire lifecycle.

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

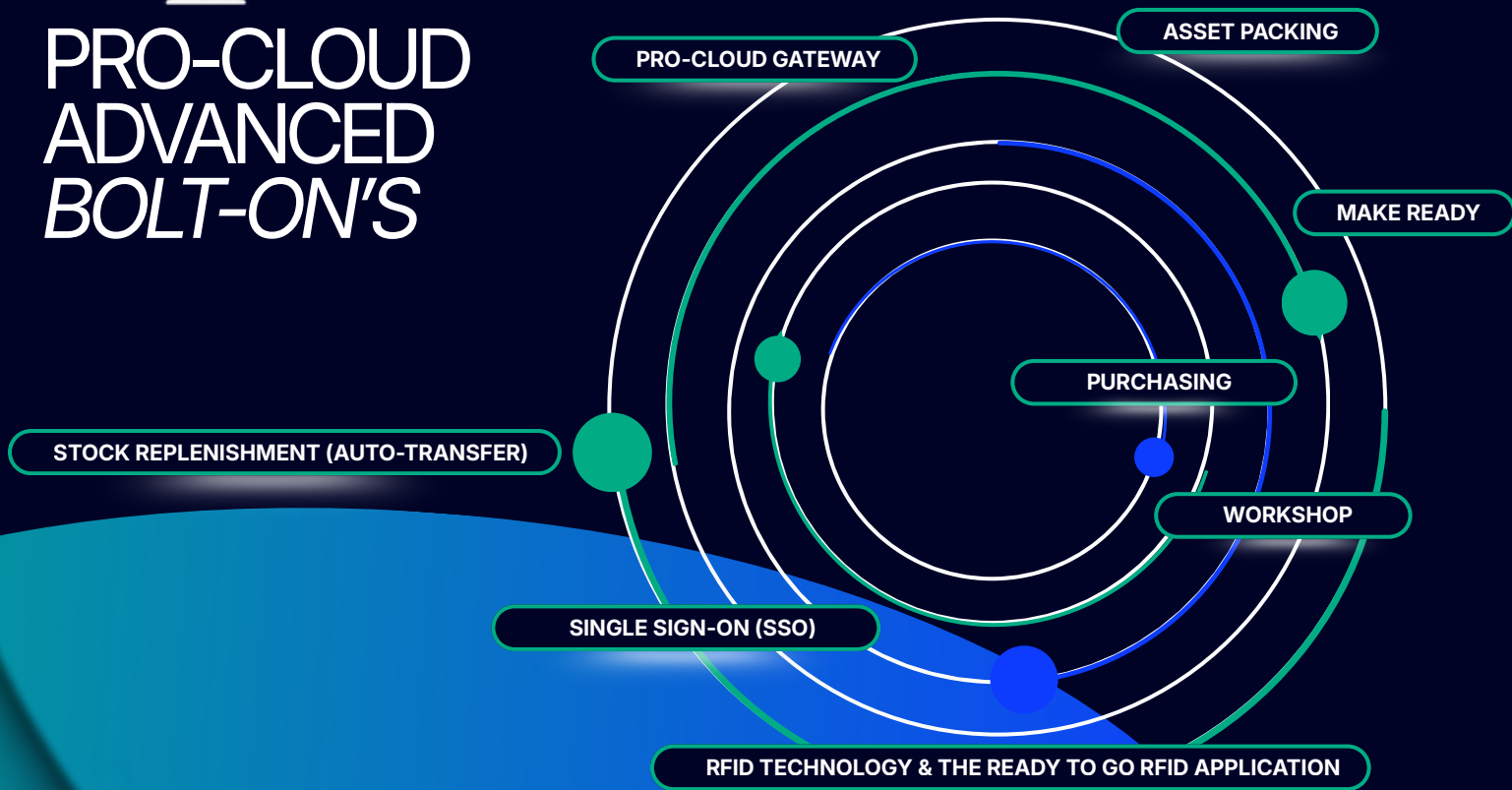
CSS support a variety of label/tag types such as:

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



PRO-CLOUD ADVANCED BOLT-ON'S

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Bolt-on modules build off the offering in the Essentials Package and offer Ambulance Services more tools to further maximise the efficiency of day-to-day operations.



PURCHASING

The Purchasing module incorporates the entire purchasing cycle with API integration (eliminating the need for duplicate entry across two separate systems), streamlines the procurement process, and gives you control over your buying processes. Pro-Cloud Ambulance's automation, combined with the functionality of our Purchasing module, ensures costs, depreciation, and lead times of stock are managed 24/7.

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



WORKSHOP

The Workshop modules builds on the foundation of centralised asset management and adds an extra level of control for equipment servicing and maintenance throughout the asset's entire lifecycle. By equipping this, you can create a workshop job at any stage of the asset management process and assign appropriate personnel to the chosen task.

All costs and parts associated with individual maintenance 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.

Labour 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.



STOCK REPLENISHMENT (AUTO-TRANSFER)

This feature will transform the way you work and will eliminate manual process out of stock replenishment (equipment, consumables, and medicines) as the Stock Replenishment automates stock replenishment processes across multiple locations.

The auto-transfer is completed when the order is delivered and the hub staff mark the order as received. The stock holding within the hub is then automatically updated and the main warehouse stock levels are adjusted accordingly. Combine this module with our 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



SINGLE SIGN-ON (SSO)

Pro-Cloud Ambulance can be integrated into your organisations MicroSoft Entra ID (formerly Azure Active Directory) service to provide localised user account management tools. SSO can be implemented into your service 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.



RFID TECHNOLOGY & THE READY TO GO RFID APPLICATION

Transform your every day inventory checking processes with our RFID solution and read multiple RFID tags simultaneously, increasing operational efficiency and saving time when compared to traditional asset labelling methods.

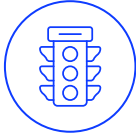
RFID inventory checking can be used in a warehouse environment using a handheld RFID reader. A single scan can detect the presence of multiple RFID tags, making equipment checks quicker and simpler.

The **Ready to Go** mobile app works by installing RFID readers and an antenna within an ambulance which is activated when the vehicle door is closed.

As soon as the doors close all RFID-tagged equipment is automatically scanned and the results of this stock check are synchronised to the Ready to Go app instantaneously. The end-user can then review the results of the scan and react accordingly.

The scan results include confirmation of the equipment on board, missing equipment or any unexpected inventory items.

Utilising the Ready to Go app also allows team members to report faults and alert Make Ready hubs in advance to ensure replacements are ready for the changeover.



MAKE-READY

The Make-Ready module ensures your fleet of vehicles and the critical equipment required for every emergency call-out is ready for action, with a complete audit trail of every activity completed to reach this status.

The Make-Ready process is initiated every time a vehicle arrives back at a hub or station for a shift change.

The Make-Ready process includes:

- Cleaning Tasks
- Daily Inspections
- Fuel Checks
- Inventory Checks
- Asset Packing
- Capability to send to Workshop (if required)

Pro-Cloud Ambulance records the entire process and reports on the outcomes in real-time. The Vehicle Status Dashboard visualises information in great detail; displaying the status of a vehicle, stating if it is pending/waiting for the Make-Ready process to commence, whether the vehicle is in preparation or if the vehicle has been fully stocked and ready to use.



PRO-CLOUD GATEWAY

The RFID Ready-to-Go app requires minimal configuration and can be used anytime, anywhere. Utilising this alongside the revolutionary Pro-Cloud RFID Gateway enables you to receive real-time updates as well as complete inventory checks in the field without the need for a Wi-Fi connection.

The RFID Gateway is a small IoT device that is used with the Pro-Cloud Ambulance app for quick and powerful data processing, ensuring the software is maximised for constant use which results in reduced downtime and increased productivity. Due to not relying on an internet connection, using the app and the Gateway ensures emergency response times are not compromised and equipment is not left behind.



ASSET PACKING

This bolt-on is another step towards going fully paperless and ensures critical emergency bags are packed securely, correctly, and efficiently.

Part of the inventory checking process, the Asset Packing feature is the quickest and most effective way to move assets into a bag and then to the ambulance area when it is ready for use. Additionally, the feature is a fast and efficient way to track asset items, batch items and batch sets that would be in a critical ambulance bag.

Simply scan a bag that you want to pack and the Pro-Cloud app will complete an inventory check for you. If the bag contains items from the required inventory list, they will be listed and selected to stay contained within the package. Assets that need to be added to the bag for completion will then be picked and scanned from their specific locations and packed into the bag. This adjustment is then automatically updated on the system and quantities are reduced.



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



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Pro-Cloud Ambulance

INNOVATIVE SOFTWARE SOLUTIONS FOR MODERN CHALLENGES.

