



Blue Light Asset Management

Our blue light services are the pride of Britain, offering immediate response to virtually all types of emergencies. The tools and equipment they utilise are crucial to their timely response and effectiveness upon arrival. It is imperative that all equipment remains in serviceable condition and ready for use as needed. Good asset management therefore is critical to the ability of our Blue Light services to ensure rapid and efficient response capabilities.

The critical nature of our emergency services presents some unique challenges;

- Vehicles and equipment must be checked frequently and on varying schedules
- Ensuring the maintenance regimes for all different types of specialist equipment is adhered to at all times
- Equipment frequently moves between vehicles and stock, often without being properly recorded
- All operatives need to be confident that all equipment has been properly maintained



Our Blue Light Asset and Fault Management System has been meticulously customised to address these challenges specific to our Emergency Services.



Features and Benefits

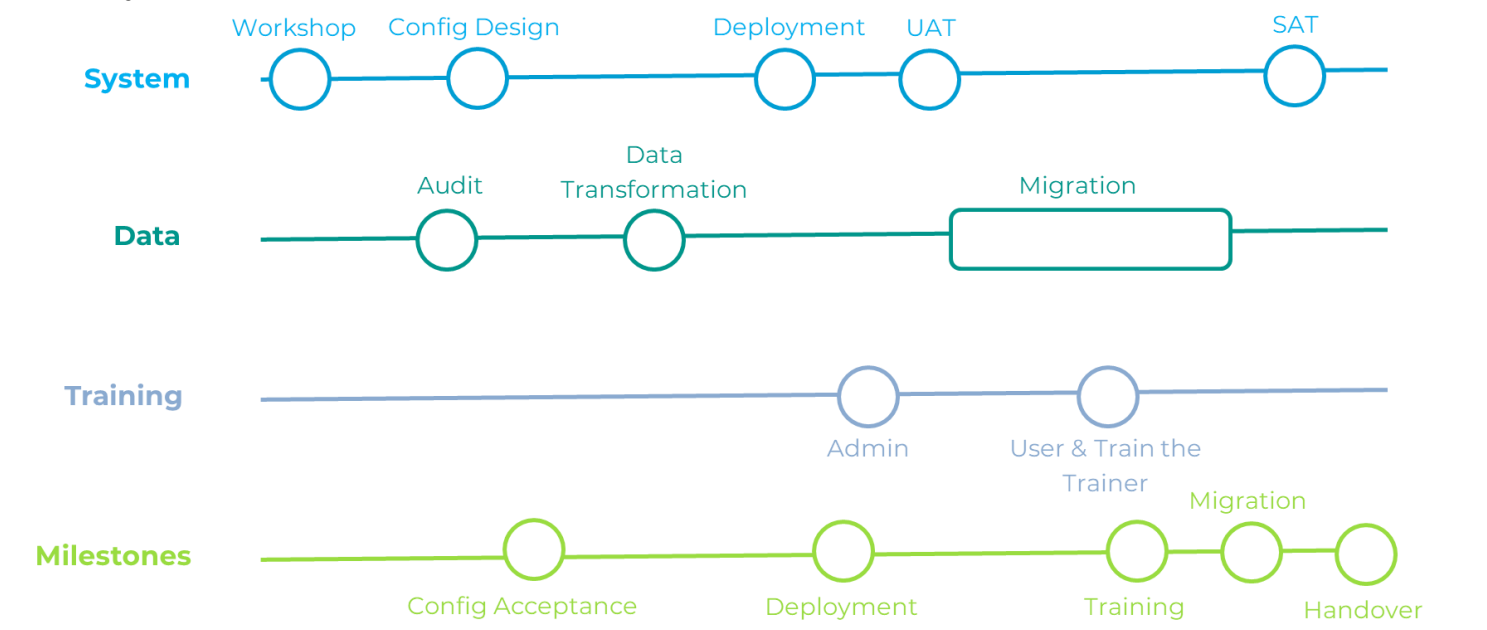
1. Schedule inspections to be performed against each asset type.
2. Be confident that your safety critical equipment is always ready to use and in good state of repair.
3. Create customised checklists for vehicle equipment.
4. Perform inspections and checklists quickly with the easy-to-use mobile app and scanning technology.
5. Identify when equipment has moved between locations.
6. A comprehensive audit trail identifies when any action is performed against an asset and by whom.
7. Reduce the amount of time it takes to confidently monitor, manage, maintain and move equipment.
8. Remove the operational silos by ensuring everyone is working from the same single source of truth and keeping them up to date with notifications.
9. Integrate other areas of the business through our interface layer.
10. Visualise and report upon the condition of assets through our configurable reporting and dashboarding facilities.

We have delivered solutions across several diverse use cases and environments and during that time developed solutions to provide our customers with confidence and ensure ample opportunity to realise customer specific challenges.

We adopt a collaborative approach with our clients, beginning with a design consultation where we perform a deep dive into current operations, challenges, data sets and desire to develop a requirement specification. Combined with our experience this specification provides the insight and detail required to deliver a system.

We take regular opportunities to gain user feedback into the configuration as we prototype the user interface, ensuring we remain in line with expectations and realise every opportunity for improvement.

Data collection, transformation and import is performed alongside configuration to enable delivery efficiency.



After Sales Support

In today's fast-paced digital landscape, choosing the right cloud-hosted software is just the beginning. What sets us apart is our commitment to your success long after the implementation. Our after-sales support is not just a service; it's a partnership. Our dedicated Application Support Desk is ready to ensure your software operates flawlessly, evolves with your needs, and empowers your business to thrive in the digital age. We provide tailored support plans, 24/7 fault reporting, and proactive monitoring to prevent issues before they arise. With us, you're not just purchasing software; you're investing in peace of mind, continuous improvement, and a relationship that grows with your business.

Fault tickets, raised either by phone, email or our fault ticketing portal are assigned to an Application Support Representative who shall manage the ticket from inception to resolution, engaging with the software and product team as necessary and keeping the customer informed of progress. The support desk is managed by the Application Support Manager who takes responsibility for ensuring that each customer is managed according to their bespoke Service Agreement, producing a monthly report confirming performance against expectations and highlighting upcoming events.