



PRO-CLOUD BLUELIGHT

FOR TODAY'S FIRE AND
RESCUE SERVICES

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AUTOMATE EVERYTHING

WHO ARE WE

With over 26 years of experience and successful business across the UK, you can really rely on CSS and the Pro-Cloud BlueLight solution, with a proven track record of assisting companies just like yours to obtain efficiencies and cost savings. Our portfolio of clients range from SMEs to large corporations, enabling us to adapt our approach and offering to suit.

Our team of people are digital transformation experts, they have unparalleled knowledge and the tools to ensure Pro-Cloud BlueLight is implemented successfully every single time. We provide a range of services including software development, consultancy, training and hardware management, spanning emergency services, healthcare organisations, museums, media organisations, manufacturing and logistics to name a few.

Our customer retention is excellent with many of our customers continuing to utilise our services year on year, trusting in us to keep giving them the software and support they need to run their business most efficiently.



WHY CHOOSE US

Fire and rescue services across the country demand real time control and visibility of heavily utilised assets, equipment, fleets and inventories.

Pro-Cloud BlueLight is this control!

Bringing to you a cost effective, cloud based asset, fleet, task and test management software solution.

Pro-Cloud BlueLight has been configured to the requirements of fire and rescue services, ensuring full visibility from cradle to grave of asset inventories. Tracked 24/7 assets and their associated maintenance and testing schedules are managed effectively, ensuring compliance procedures are always met.

Pro-Cloud BlueLight is a hybrid software solution consisting of seven modules, which will facilitate the procedures throughout your entire service.

Eliminate the headache of internally managing your assets and ensure you always know the status of your inventory. Working across all your locations the solution doesn't have to be localised to one station, offering capabilities to link, share, monitor and transfer assets throughout your service.



Benefit from using the Pro-Cloud BlueLight solution:

- ✓ Track and Trace assets throughout their complete life cycles
- ✓ Utilise Pro-Cloud BlueLight across your entire service, it doesn't have to be localised to one station
- ✓ Automate asset task and testing schedules
- ✓ Become fully flexible by using Pro-Cloud BlueLight on-the-go through the dedicated app
- ✓ Improve asset auditing accuracy
- ✓ Refine workshop monitoring with 'real time' data
- ✓ Comply with compliance procedures
- ✓ Combine fleet and asset management into one solution
- ✓ Seamlessly integrate with accounting software allowing advanced purchasing and invoicing capabilities
- ✓ Obtain interactive reports through state of the art Microsoft Business Intelligence

THE SOLUTION



THE PRO-CLOUD BLUELIGHT SOLUTION

Pro-Cloud BlueLight is feature rich, with numerous modules that can be configured to suit your service requirements.

ASSET MANAGEMENT

Manage your critical life-saving assets and ensure they are always in the correct location!

Track and Trace your asset inventory

Using advanced labelling technology all assets are allocated unique ID's, enabling complete asset data updates in real-time. The solution is compatible with a multitude of barcoding solutions including, QR codes, RFID, NFC and GS1 numbers.

Automate your complete catalogue of assets

Automate your complete catalogue of assets, drill down and track every asset transfer including all relevant information such as the person who moved it and whether it has passed or failed recent tests. All information assigned to each asset is fully audited from the moment it is brought into the service through to the day it is decommissioned.

MOBILE WORKFORCE

Provide a flexible style of working to your workforce and ensure vital asset data is accessible in real-time

Go mobile and become paperless

Become paperless with the Pro-Cloud BlueLight mobile application, that can be used on almost any device, giving a flexible style of working to your workforce. All assets have a unique ID so they can either be scanned or manually entered via mobile, ensuring they are accounted for at all times.

Assign jobs to personnel

Jobs assigned to agents will appear in their 'My Jobs' section within the app, allowing users to carry out tasks and synchronise data, enabling management to view updates on the task board immediately.

THE SOLUTION

TASKS & TESTING

Mitigate the risk of asset failures and keep assets usable and ready for action!

Gain a panoramic view of your entire service

Maintaining, inspecting and testing equipment is paramount to the safety of your staff and the community.

Clearly view your planned, completed, failed, passed and incomplete tests, along with station KPI's on one screen allowing you to monitor and analyse your complete workforce and maintenance activities. The dashboard allows you to compare district KPI's with ease providing real insight into what is really happening across your service.

Ensure your workforce is ready for their day ahead

Create and assign test activities to assets and personnel at the click of a button, which is configurable to the service's requirements. Each task and test can have premade questionnaires relating to each asset, along with in-built notices to indicate any PPE wear required to perform the task, ensuring health and safety legislation is met.

Keep a historic record of past activities

Ensure all test activity results are fully logged and audited in real time. Revealing which tests have passed, failed or are incomplete allows management to fully analyse failure trends and make better procurement decisions based on these results.

DATA VISUALISATION

Customise reports and analyse every component of your service!

Report across your entire service

Pro-Cloud BlueLight utilises Microsoft Business Intelligence reporting, which allows both in-built and bespoke reports to be generated at any time. Customising these reports allows you to drill down and analyse every part of your inventory, with a variety of data sets to choose from. You can easily view scheduled activities and key assets across your service, giving you the ability to understand how stations are performing daily, weekly or monthly.

Analyse trends and make better procurement decisions

Visualise and compare regional and station KPI's, asset failure rates, workshop repair times and asset repair costs on a single dashboard from the click of a button. Export this data and analyse all areas within moments and make better informed decisions for your service.

BOLT ON MODULES



Planned Workshop Jobs - Page 1 of 1		Planned		Awaiting Workshop		Workshop	
Community Equipment Service		Planned		Awaiting Workshop		Workshop	
Job Details	Workshop Job	Inventory	Activity Details	Open To Workshop	Equipment Status	Open To Workshop	Equipment Status
Job Number Job Name Job Type	GW00001	Equipment Type Original Date Expected To Be Installed	Open To Workshop Equipment Status	Open To Workshop Equipment Status	Equipment Status	Open To Workshop Equipment Status	Equipment Status
Job Number Job Name Job Type	GW00002	Equipment Type Original Date Expected To Be Installed	Open To Workshop Equipment Status	Open To Workshop Equipment Status	Equipment Status	Open To Workshop Equipment Status	Equipment Status

BOLT ON MODULES

Add Bolt On Modules to the Pro-Cloud BlueLight standard package and ensure every aspect of your service is communicating effectively.

WORKSHOP MONITORING

Cut costs through comprehensive repair procedures

Ensure asset faults are always repaired and managed correctly

Workshop monitoring is where key activities take place, enabling close management and control of asset repairs. When an asset fails a test or an inspection check, the workshop is alerted for the repair to be processed. All costs and parts associated with the repair are assigned to the asset allowing management to report on repair data and spot failure trends.

Keep track of all asset repairs with ease

Repair statuses can be automated on wallboards and once repaired the asset will be assigned back to the service for testing to ensure the equipment is put safely back in action as soon as possible. All the data is constantly streamed back to management in 'real-time' allowing you to monitor efficiencies within the workshop.

PURCHASE ORDER PROCESSING

Keep track of stock levels and streamline purchases made

Automate your buying processes

Using this module will ensure your service will only ever hold the right value of stock. Setting minimum and maximum stock levels against your entire inventory will ensure you only purchase equipment when necessary, eliminating excess hoarding and increasing cost efficiencies.

Increase efficiencies throughout your service

Become paperless by entering all purchasing information online. Bring together your suppliers and the purchases you make by centralising all purchasing information into one location. View, monitor and update any purchase order that has been created, providing you with full visibility of an order's status.

A black and white photograph of a man in a warehouse. He is wearing a plaid shirt, a safety vest, and dark pants. He is holding a handheld device in his right hand and a clipboard in his left hand. He is standing in an aisle of a warehouse, looking at the device. The background shows shelves filled with various items. On the left side of the image, there is a decorative graphic consisting of several overlapping triangles in shades of blue, teal, and purple. The overall scene suggests a modern, technology-driven warehouse environment.

BOLT ON MODULES

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FLEET MANAGEMENT

Automate your fleet operations for accurate, real time data, fleet efficiency and cost savings

Centralise your fleet data

Pro-Cloud BlueLight raises the bar on fleet automation, bringing instant visualisation to your owned, leased or hired fleet in one simple to use interface. Your day to day servicing, MOT, tyre and inspection management will all be managed through the solution.

Keep fleet costs down

Pro-Cloud BlueLight details end of life lease vehicles so you can arrange for replacements well in advance of the return date and avoid expensive extended hire charges. Mileage is also managed and warns of 'busting' contracts limits, again avoiding excess mileage charges.

This module also has in-built accident management availability allowing real time recording of important information to ensure claim headaches are dealt with, improving the odds of keeping your insurance premiums down. Features such as Geo-perimeters allow you to set virtual geographical fences for vehicles and can be altered through Pro-Cloud BlueLight, email or SMS should these perimeters be broken.

Key Fleet Points:

- New Registration with DVLA lookup
- Maintenance Inspections
- Maintenance Service
- Defect Control
- Accident Management

TELEMATICS



Keep your drivers safe and locate where your vehicles are at all times with real-time route tracking

Link fleet management & telematics seamlessly

Through the use of our advanced telematics devices, fleet efficiency indications and vehicle tracking links seamlessly with fleet management. A device is fitted to each vehicle in a fleet, which instantly transmits the data required, linking back to the system in real time.

A telematics device can transmit the following:

- Vehicle Speed
- Engine RPM
- Engine Temperature
- Fuel Pressure
- Distance travelled
- GPS data
- Driver behaviour
- Barometric pressure
- Geofencing
- BlueLight mode (Emergency Services)

Keep track of driver behaviour

The use of telematics will monitor driver behaviour and identify any bad habits encouraging your workforce to take fewer risks and adhere to speed limits. This in turn will decrease required maintenance work and pro-long the life of a vehicle.

CLOUD-BASED

Pro-Cloud BlueLight is hosted by the market leader Rackspace, resulting in system excellence, achieving 99% uptime since 2010. Being cloud based results in easy accessibility wherever you may be and systematic software updates.



SIMPLE TO USE

Our team have worked hard to provide an interface that is aesthetically pleasing and easy to navigate. In no time at all, your service will be reaping the benefits that come alongside Pro-Cloud BlueLight.



DEVICE AGNOSTICISM

We make sure all our systems can be used with ease across multiple platforms, mobile devices and web browsers, hence the time invested by us in making Pro-Cloud BlueLight fully responsive and operational.



DATA & CYBER SECURITY



The problems incurred by a data or cyber security breach can be endless, which is why we have the best possible security processes in place. We are proud to be Cyber Essentials Plus accredited and GDPR compliant, meaning we have the correct procedures in place to manage and protect data effectively.

UNLIMITED USERS



No matter what modules you invest in we always work on a subscription price model that enables unlimited users, wherever they are located in your service.

IMPLEMENTATION & CONSULTANCY

PROJECT IMPLEMENTATION PROCESS - THE TRANSITION FROM LEGACY SYSTEMS

One of our main areas of consulting is working with customers to ensure project implementations run smoothly, which involves, end-to-end project management that includes detailed system specifications, configuration planning, pre-system go-live testing and full documentation to inform of the changes that will take place.

We deliver value to your organisation from day one.

MIGRATION

To ensure a successful 'Go Live' one of the most fundamental and important tasks is to have a full audit trail of historic data from existing systems or processes. We offer a full and seamless data migration process and our Technical Team will import, match and help you cleanse data.

BUSINESS PROCESS REVIEW

Our modular Pro-Cloud BlueLight solution is aimed at delivering cost efficiencies for any service. As part of our offering, we review your current processes with our team making suggestions if necessary, making sure you get the best return on your investment.

HOSTING

Pro-Cloud BlueLight is a cloud-based solution and is a fully redundant server architecture provided/managed by the market leader, Rackspace.

System availability is excellent, always achieving zero downtime through full failover on duplicate sites across the UK.





SERVICES

 **BlueLight**[®]

Powered by Pro-Cloud

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SERVICES

SOFTWARE SUPPORT

We are fanatical about customer support that operates as over the phone support and an online ticketing system which comes as standard. Our 'in-house' helpdesk system, Zendesk, deals with all Pro-Cloud BlueLight queries, with a fully auditable ticketing trail in email form for peace of mind for both parties.

The helpdesk utilises industry-standard benchmarking to gauge standards set across the industry as a whole. Based on this information the team work towards and strive to exceed specific key performance indicators such as ticket resolution times.

We also operate a Live Chat Service if immediate assistance is required.

ON-SITE SUPPORT

On request a member of our Project Delivery Team will provide on-site assistance, making sure all software and hardware queries are dealt with and your staff are fully equipped to use the platform going forward.

As well as providing complete reassurance on how to use Pro-Cloud BlueLight, on-site assistance can include:

- Refresher scanner training
- Configuration of service locations
- Inventory checks
- Where inventory information can be viewed within the system, including the full history of items
- How items can be found by serial number
- Labelling procedures - ensuring all assets are labelled

TRAINING

Our approach to training is meticulous as we want to make sure our software is used to its optimum, which is why we recommend a certain amount of training sessions depending upon the size of your organisation. This training will enable personnel to begin using Pro-Cloud BlueLight instantaneously. After go-live, access will be provided to our interactive learning tool and help guide materials.

On request, our team will also provide managerial training sessions to make sure services are benefitting from the fundamentals of the system. Throughout these sessions managers and other identified authorised officers will learn everything needed to equip themselves including; reporting, viewing historical asset and workforce scheduling data, how to view and drill down within the task and testing board, assign tasks and set up new users.

SERVICES

HYBRID LABELLING SOLUTIONS

Effective labelling is paramount when tracking assets effectively. All asset tags will have a unique built-in ID number, allowing you to track and trace assets throughout their complete lifecycle. Pro-Cloud BlueLight offers a versatile barcoding system and is compatible with RFID, GS1 128 codes, NFC, QR codes & GUID.

RFID technology automates data collection and reduces human interaction, supporting tag readings without having to scan item-by-item. RFID readers can read multiple RFID tags simultaneously increasing efficiency and saving time compared to traditional methods. Utilising RFID fixed readers is also an option if required.



HARDWARE

Pro-Cloud BlueLight can be used with a multitude of different devices, providing the ultimate in efficiencies for any Blue light service that signs up. Through our Zebra Business Partner status we can provide you with the best possible hardware for the most competitive pricing options.

API INTEGRATION

With the capability of integrating with a variety of sources, our Project Delivery Team will ensure your internal systems are integrated into Pro-Cloud BlueLight, making sure they communicate effectively together for single system entry and a full loop solution offering.



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SINGLE SIGN ON

Azure directory AD integration and two-factor authentication can be requested as part of your Pro-Cloud BlueLight contract. This integration means that the system links with your organisations active directory, securely validating employees to their email address after one single login to the system.

OFFLINE CAPABILITIES

The Pro-Cloud BlueLight application has offline capabilities and will allow users to complete activities, search the inventory, facilitate inventory checks and any tasks or tests on the equipment i.e pre or after-use tests without the need for internet connectivity, all information syncs back automatically once the device gains connectivity.

INTEGRATED TELEPHONE SYSTEM

Pro-Cloud BlueLight integrates with leading telecommunication solutions, enabling cloud-based voice over IP (VoIP) technology to be used throughout an organisation. Having such a system in place brings a flexible approach to working; giving your workforce the freedom to work in the field or from home.

WHITE LABELLING

On request, Pro-Cloud BlueLight can be customised to your service allowing you to configure your domain, logo, and splash screens.

SERVICES



TESTIMONIAL

NORTH YORKSHIRE FIRE & RESCUE SERVICE

“NYFRS evaluated several asset management systems on the market prior to its decision of awarding BlueLight the contract based on its potential compatibility of use within the fire and rescue sector. CSS & NYFRS have worked closely & continue to work in developing BlueLight as an essential asset management tool with a smooth end user experience for the wider service. The transition away from a database paper based system to a ‘live’ asset managed platform has already had a massive impact through accurate catalogue data, stores management, control of external testing & operational lifespans of equipment in the field through to appliance inventories and scheduled testing on station. NYFRS supplies personnel & crews on station have all embraced the BlueLight system and are seeing the benefits of their own personal ownership of the system. The end user engagement in BlueLight was at the forefront of the NY project ensuring that the system was easy to use thereby maintaining its data



NORTH YORKSHIRE
FIRE & RESCUE SERVICE

ACCREDITATIONS



FM652644



FRAMEWORKS

Crown
Commercial
Service
Supplier

A FEW OF OUR PRO-CLOUD CUSTOMERS



St John
Ambulance



Cyngor Sir
CEREDIGION
County Council



City of
BRADFORD
METROPOLITAN DISTRICT COUNCIL



RapidResponse
MEDICAL GROUP



Hampshire
County Council

inspire
communitytrust

Sunderland
Care and Support



Cardiff & Vale Joint
Equipment Service
Gwasanaeth Offer ar
y Cyl Coerdydd at Fro

MED2QUIP



BBC

NHS
Mersey Care
NHS Foundation Trust
Community and Mental Health Services

V&A



Tremorvah
Industries

Calderdale
Council

NHS
Shropshire
Community Health
NHS Trust



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