

*"Providing organisations with efficient,  
business critical and cost saving software  
solutions since 1996"*



**CREATIVE**  
SOFTWARE  
SOLUTIONS

**BLUELIGHT**  
powered by Pro-Cloud

SERVICE DEFINITION

## CONTACT INFORMATION

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## EXECUTIVE SUMMARY

With over 20 years of experience and successful business across the UK you can really rely on Creative Software Solutions (Europe) Limited (CSS) and our solutions, with a proven track record of transforming operation processes for a variety of industries, assisting organisations to obtain efficiencies and cost savings. Our solutions have been utilised by Local Authorities, the NHS, Emergency Services, Broadcasting Companies and Private Industries.

We are proud of our dedicated team here at CSS, from our innovative in-house developers through to our passionate support team. With our helpdesk facility, you will always be able to raise any queries you have about the BlueLight solution via telephone and our comprehensive helpdesk system.



## CSS OVERVIEW

### OUR VISION

At Creative Software Solutions (Europe) Limited, our mission is to become long-term trusted partners with our customers. We strongly believe that business partnerships begin with clear direction and combined working, which is why our team work with you every step of the process. We have a fantastic, experienced team of people with years of industry expertise, who build customer relationships from the outset and continue throughout the lifespan of a contract.

### OUR EXPERIENCE

With over 20 years of experience and successful business across the UK, our software has helped local authorities, broadcasting companies, emergency services and private industries make savings throughout their service and continues to do so. We work with over 60 organisations and understand the importance of providing a service that will not only help cut costs but also improve operational efficiencies.

Our team of people have the unparalleled knowledge and tools, enabling us to provide BlueLight management services including; asset management, a task and testing board, workshop monitoring, fleet management, telematics, purchase order processing and data visualisation.

Our customer retention is excellent with most of our customers continuing to utilise our services year after year, trusting in us to provide the software and support they need to run their business effectively and efficiently.

### OUR PRODUCTS

All our software comes under the software as a service model (SaaS), with project implementation being the catalyst to getting BlueLight or any other software operational for your business within 16 weeks. This model allows us to offer the most cost-effective subscriptions, giving us that competitive edge other software companies may not have.

CSS provide further solutions to a variety of industries including:

- TCES Community
- Wheelchair (powered by TCES Community)
- Pro-Cloud

For further details on the above solutions please see these services listed on the G-Cloud 10 framework. Alternatively, please contact us direct.



## BLUELIGHT OVERVIEW

### DESCRIPTION

Fire and rescue services across the country demand real time control and visibility of heavily utilised assets and inventories. Pro-Cloud BlueLight is this control! Bringing to you a cost-effective asset, fleet, task and test management software solution.

The core module, asset management is designed to be totally configurable to your service, aiming to meet the asset management requirements of your organisation. An automatic generation function built into BlueLight means that you can create and track as many asset ID's contained in as many locations as your service dictates. Using the asset tree, asset locations & sub locations that are built into BlueLight; makes managing your assets simple.

Due to its enterprise schema, asset management doesn't have to be localised to your station, offering capabilities to link, share, monitor and transfer assets at the touch of a button across associated stations in real time. Removing the need for new test regenerations and time-consuming asset moves.

### MODULES

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

#### ASSET MANAGEMENT

BlueLight's core Asset Management module brings to you a complete control and real time visibility of your catalogue of assets across your entire service. By making use of the asset tree structure, asset locations & sub locations within BlueLight, it makes managing your complete catalogue of assets simple and easy to visualise.

We use labelling technology to track and trace all assets with automated unique ID's allocated to each asset. BlueLight is compatible with a multitude of barcoding solutions including, QR codes, RFID, GUID, NFC and GS1 numbers.

BlueLight BlueLight's labelling technology works with a range of scanning and mobile devices, please contact us directly or find out our hardware offerings.

#### TASKS & TESTING BOARD

Maintaining, inspecting and testing equipment is paramount to the safety of your staff and the community. BlueLight's test scheduling procedures ensure that assets are safe, usable

and remain on its location, not hidden from visibility throughout station workshops.

This module allows you to create and assign test activities to assets and personnel at the click of a button, which are configurable to your service's requirements. Each task and test can have premade questionnaires relating to each asset, along with notices to indicate any PPE wear required to perform the task.

This module's aim is for management to gain a panoramic view of their entire service and associated workforce, clearly highlighting what work has been completed and when. Once tasks and tests are completed, all results are displayed in 'real time' on the BlueLight's dashboard, revealing which tests have passed, failed or are incomplete. This allows management to fully analyse failure trends and make better procurement decisions based on these results.

### WORKSHOP MONITORING

BlueLight's Workshop Monitoring module allows close management and control of asset repairs. When an asset fails a test, 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.

Once repaired the asset will be assigned back to the service for testing to ensure the equipment is put safely back 'on the run' as soon as possible. All the data is constantly streamed back to management in 'real time' allowing you to monitor efficiencies within the workshop.

### MOBILE WORKFORCE

Become paperless with the BlueLight app, which can be used on any Android or IOS mobile devices or handheld scanners, giving a flexible style of working to your workforce. Assign, complete and record data out in the field or at a station and get alerted immediately if a test fails.

All assets have unique identification numbers that can either be scanned or manually entered, making sure they are accounted for at all times. GS1 UK is our recommended barcoding technology, but we also deal with QR codes, RFID, GUID and NFC, bringing a more efficient, flexible way of working.

Tasks and tests that are assigned to personnel will appear in their 'My Jobs' section within the app, allowing users to carry out tasks and synchronise data back to management to view immediately.



## FLEET MANAGEMENT

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

Our Fleet Management module can be connected to your Asset Management module to create a single platform for managing all your service's asset and fleet activities in one place. This allows management to combine the services assets with their fleet seamlessly and removes the need for numerous systems working in isolation.

BlueLight raises the bar on fleet management, bringing instant visualisation to your owned, leased and hired vehicles on an intuitive dashboard. All vehicle information is logged and audited from the date it is brought into the service through to the day it is decommissioned. BlueLight covers all areas of fleet management including:

Vehicle scheduling (MOT, Servicing, Inspections)

- Accident management
- Fuel management
- Vehicle and driver behaviour tracking by smart phone app or in-built vehicle trackers

## TELEMATICS

Through the use of our advanced telematics device, 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 Pro-Cloud system in real time. The use of telematics means full analysis and comparisons of vehicles can be made at the click of a button.

## PURCHASE ORDER PROCESSING

This Purchase Order Processing module enables you to gain control of your buying processes, keeping track of what is being purchased is key to customising workflows effectively and increasing company profits.

Paper wastage and duplicate data entries will be eliminated, with information from other BlueLight modules being filtered into Purchase Order Processing, increasing efficiencies for your service.

## DATA VISUALISATION

Reporting across your entire service from our BlueLight platform is simple with Microsoft Power Business Intelligence. With pre-built and custom-made reports, you can easily 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.

Depending on specific requirements this data can then be exported to PDF, Word, Excel or. CSV format.

## KEY FEATURES

- ✓ Asset Management
- ✓ Client Web Ordering
- ✓ Tracking and tracing abilities
- ✓ Automatic updates via mobile workforce module
- ✓ Paperless manifesting of activities in and out of the field
- ✓ Full vehicle route optimisation with GPS tracking
- ✓ Supply chain management
- ✓ Streamlined procurement processes
- ✓ Cradle to grave audit of financials
- ✓ Centralised client and supplier information
- ✓ Preventative maintenance

## KEY BENEFITS

- ✓ Automates everything from management processes to logistical routes
- ✓ Configurable to business procedures
- ✓ Improved asset tracking capabilities
- ✓ Advanced hybrid labelling solutions
- ✓ On-the-go, anytime and anywhere usability
- ✓ Real time visibility of business operations
- ✓ Improved financial handling
- ✓ Fully audited asset cycle from 'goods in' to 'decommissioning' of assets
- ✓ Fully configurable tasks and test management with test questionnaire evidence
- ✓ Measurable actual repair costs compared to estimated

## SERVICE INFORMATION

### ACCREDITATION

Creative Software Solutions (Europe) Limited are proud to be ISO 9001:2015 certified. This certification provides secure evidence of our commitment to offer first class delivery customer service, from initial contract right through to the implementation and support of all contracts. It underpins day-to-day processes and ensures we actively embrace our dedicated support promise.

We are also proud to have achieved Level 3 NHS IGSO standards, this ensures we manage and protect data effectively. We have an Information Governance officer who ensures everything is in place to make sure we continue to comply with the guidelines put in place by the accreditation, including continual support and training for existing and new employees.

### POLICIES

CSS have a Health & Safety policy in place as we firmly believe that adequate provisions for health and safety are essential to working life. The maintenance of healthy and safe working conditions and the prevention of injuries and losses are not only of vital importance to CSS's efficiency and success but also in the best interests of all our employees and their families. We have a Health and Safety officer that ensures everything is in place to make sure we continue to comply with the guidelines by the policy, including support and training for new and existing employees.

CSS have an Equality Opportunities policy in place with the primary aim of providing equality for all and preventing any form of discrimination. CSS is committed to creating an inclusive working environment to maximise the potential of all staff, providing equal opportunities in all aspects of employment and avoiding unlawful discrimination at work. CSS will not tolerate discrimination, harassment, bullying or victimisation of employees or third parties who do work on CSS's behalf.

CSS have an Information Security policy which is a key component of our overall information security management framework and should be considered alongside more detailed information security documents including: system level security policies, security guidance and protocols or procedures. The aim of the Information Security policy is to establish and maintain the security and confidentiality of information, information systems, applications and networks owned or held by CSS.

## LEGISLATIONS

CSS is obliged to abide by all relevant UK and European Union legislation; we comply with the following legislation and other legislations appropriate:

- ✓ The Data Protection Act (1998)
- ✓ The Data Protection (Processing of Sensitive Personal Data) Order 2000
- ✓ The Copyright, Designs and Patents Act (1998)
- ✓ The Computer Misuse Act (1990)
- ✓ The Health and Safety at Work Act (1974)
- ✓ Human Rights Act (1998)
- ✓ Regulation of Investigatory Powers Act (2000)
- ✓ Freedom of Information Act (2000)
- ✓ Health & social Care Act (2001)



## USER SUPPORT

CSS are passionate about support with a dedicated team that are always available to answer any query about BlueLight via both telephone and our comprehensive helpdesk system. Our helpdesk facility Zendesk is a cloud-based customer service software platform that allows a full auditable ticketing trail, meaning when a ticket is raised customers gain a transparent overview of ticket progress, priority classification and the name of their designated support personnel. The helpdesk utilises industry standard benchmarking in order to gauge standards set across the industry as a whole. Based on this information the team works towards and strives to exceed specific key performance indicators such as ticket resolutions times.

We offer continual helpdesk support throughout all of our contracts; our experience ensures every new customer receives the right level of support from day one. Our dedicated team is split between our professional services team and our helpdesk support staff.

The Service Level Agreement we offer the partnership is based upon 100% system availability during contracted working hours and 99.5% availability through non- working hours.

Calls will be processed using the following categories for priority assigned in the following order, each call is allocated a priority as follows:

- **LEVEL 1. BUSINESS CRITICAL IMPACT:**
  - BlueLight site down
- **LEVEL 2. MAJOR OPERATIONAL IMPACT:**
  - Orders cannot be placed, orders manifested, invoicing effected
- **LEVEL 3. MINOR OPERATIONAL IMPACT:**
  - An efficiency module is not operative or configured correctly
- **LEVEL 4. MINOR OPERATIONAL INCONVENIENCE:**
  - A report is not available
- **LEVEL 5. SYSTEM OPERATION NOT IMPEDED:**
  - Minor or major system changes

CSS provide a normal working day and working week support service. The Helpdesk will be available to customers Monday to Friday between the hours of 08:00 and 18:00. CSS will respond to application related incidents as below and will take all reasonable steps to achieve a resolution within target timescales.

CSS will respond to incidents relating to availability of cloud services in an accelerated timeframe, we however always use best endeavour to deal with a client request as quickly as possible irrelevant of the impact:

- Level 1 - 2 working hours - 1 working day
- Level 2 - 2 working hours - 5 working days
- Level 3 - 2 working hours - 30 working days
- Level 4 - 2 working hours - 60 working days
- Level 5 – In conjunction with our support desk on a case by case basis.

CSS shall invoke the escalation procedures below, where necessary, to ensure that all calls submitted by the client will be actively progressed:

- After 24 hours – 3rd Line Support Manager
- After 48 hours – Support Director
- After 72 hours - Managing Director

#### **OUT OF HOURS SUPPORT FOR BUSINESS-CRITICAL ISSUES**

We fully understand the nature of our customer's operation; therefore, we operate an emergency out-of-hours service handled by a designated team member each week on a Rota basis, aimed to deal with the resolution of issues deemed to be operational emergencies.

#### **OUT-OF-HOURS' PLATFORM UPGRADE AND SERVER HARDENING**

Out-of-hours support, upgrades and platform hardening is undertaken and managed by our hosting provider Rackspace UK in conjunction with our internal technical and security team. All work is undertaken outside normal working hours (around 23.30 GMT).

Any critical update (security) where downtime could be experienced will be advised in advance to the BlueLight customer group through normal communication channels.

CSS and or Rackspace will never undertake an upgrade, which would affect the day-to-day operation of our clients.

#### **USER TRAINING**

Getting business trained in our BlueLight solution is vital importance to us, we want the system to be used to its optimum with our customers getting the most out of it every single time.

We offer as a number of traditional face-to-face training session as part of every contract go-live. We recommend a certain amount of training days depending on the size of your

organisation. Training sessions consists of group sessions (normally 15 per session) in a classroom environment that are arranged by the contracts authorised office and one of BlueLight's training co-ordinations. This training will enable personnel to begin using BlueLight instantaneously and can take place either in our offices or at a location that suits you.

A number of managerial training sessions are also offered to make sure organisations are benefiting from the systems fundamentals. Throughout these sessions managers and other identified authorised officers will learn everything needed to equip themselves including; how to set up new users, search for current users, use the communication tools correctly and track the history of assets and employees.

After Go-Live you will have access to our e-learning platform and all help guide materials.



## PRICING

BlueLight pricing is based upon an annual subscription outlined at the start of the contract, this will vary depending on the modules purchased. You can add additional modules if required, these may be purchased on commencement of the contract, or at any time during the contractual term.

Minimum contract length for BlueLight is 3 years.

Please see the Pricing Strategy document for BlueLight standard subscription cost and a full breakdown of the additional module costs which also includes additional optional charges for training, support, bespoke development and consultancy.

