LIVE SENSOR SECURITY (Automated Security Reporting & Tracking)

We have a system in place, to help our client making the security system more robust.

We have a mobile app, which is used by Officers on the site to register any activity that happened on and around the site and is used by Operation Executive when they visit the site for various inspection activities. The app also provisions the notifications in form of e-learning and approvals for the events registered by sub-ordinates. This app also is used for clocking the secure premises. We also have the web app, which provides all the reports of all the events registered on the site.

## How is our system going to help the clients?

- **Paperless/Digitized**: Our system is digitizing all the site reporting processes. The Security Officers registers all the site activities through the mobile app. Once the event is registered, app sends the notification to the Operation Executive, who is responsible to approve the activity. This whole process was earlier taken care of on papers. With our system in place, it's all through the app and we don't need to maintain and transfer all those bunch of papers.
- **Efficient:** Prior to the system in place, as all operations were happening on papers, there was huge lag between the reporting done by the Security Officers and approvals by the Operation Executive. With the automation achieved, Operation Executive gets the notifications immediately to look into the activity happened on the site. This helps them taking action promptly, if required.
- **Clocking:** With the new system, the Clocking feature is also advanced. Apart from bar code, we are also supporting image and text to capture the fault or any other suspicious activities.
- **Officers Training:** The app has the notification feature. The officers periodically get the required training through the notifications. They can see the important information communicated to them, immediately through the e-learning notifications. This helps the Officers to be up to date about the site that they are working on. This further improves their awareness and performance.
- **Status Tracker:** The app has the status stacker feature. The Officer is supposed to apply for break on this whenever he is going away from the work. Further, the officer is supposed to resume work on the status tracker once he resumes his work. This makes sure that the officer is abiding by the compliance. This further helps sites by providing better availability of the Officers.
- **Transparency:** We have all the reports available on the web app to keep the whole process transparent. All activities raised by our officers can be tracked through our web app.
- **Deployment of Officers:** With our new system, we have better understanding of availability of our officers and can provide you much better support in case of any emergency OR when you require additional officers.

User Manual for Mobile App

1. **Login**: This screen is the entry point to the app. While logging in, user is supposed to provide their IC Number and password (communicated to them after on boarding via web app). Also, user is supposed to provide the Site Name from the dropdown, for which his/her work has to be tracked.
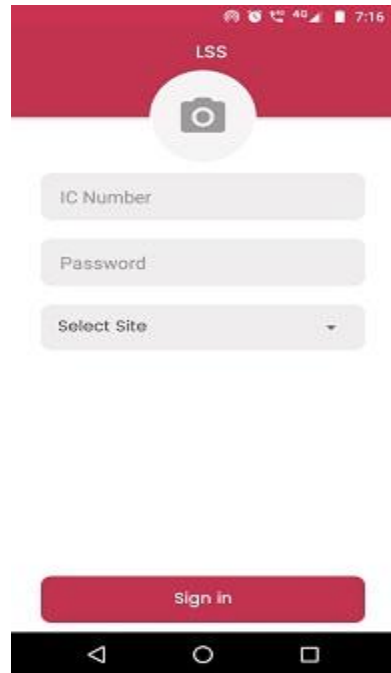

2. **Side Navigation :** These are the options available on the side navigation. Most important one is 'Status Tracker'.
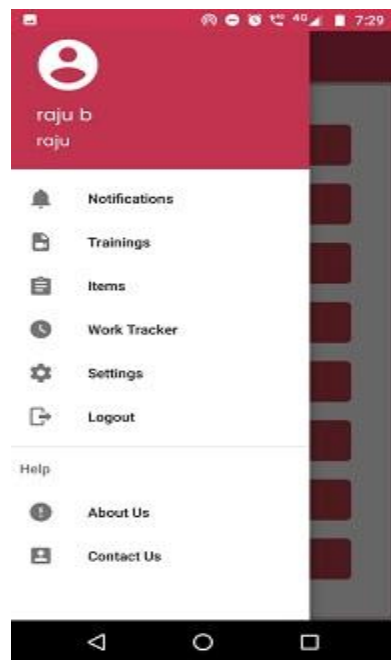
3. **Status Tracker**: This option is available on the side navigation. When the employee goes away from work for some time, they are supposed to click on 'Take Break'. When they resume the work, they are supposed to click on 'Resume Work'. All this information gets saved in our system and helps us assess the availability of our officers on site.
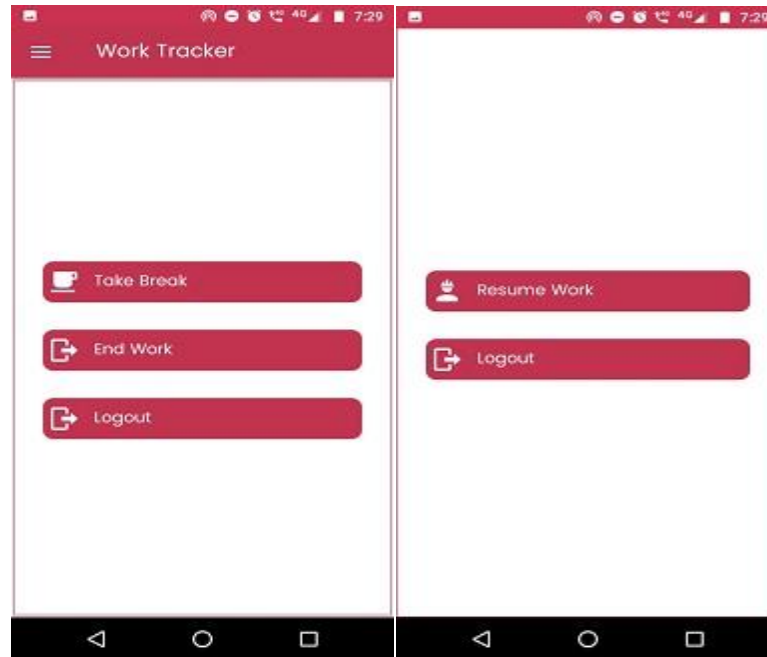
4. **Security Officer Screen**: These are the activities which are done by our security officers, on the app.
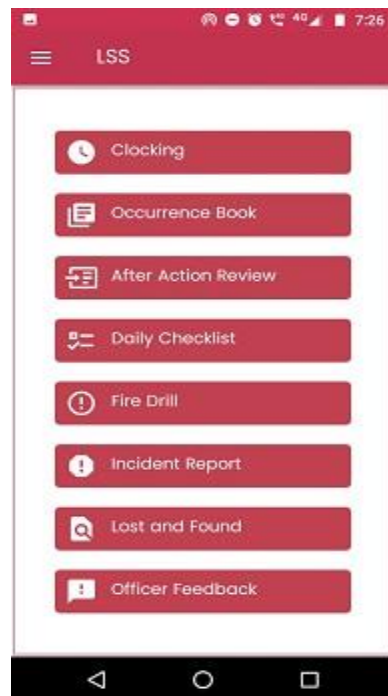
5. **Operation Executive Screen**: These are the activities which are done by our operation executive, on the app.
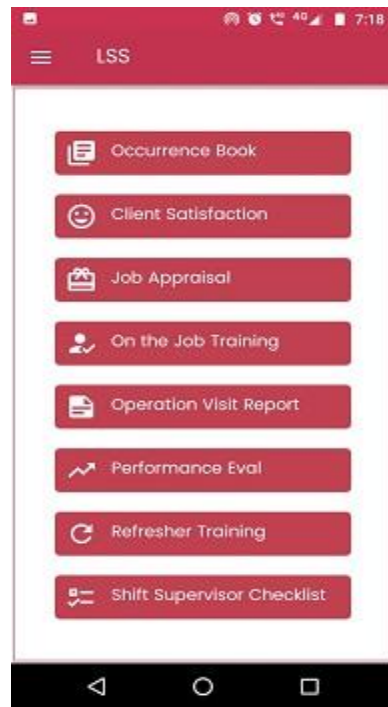
6. **Occurrence Book**: All the activities registered through the app get tracked here. If there is some activity, for which our app doesn't have the screen, those can be directly registered here under occurrence book.
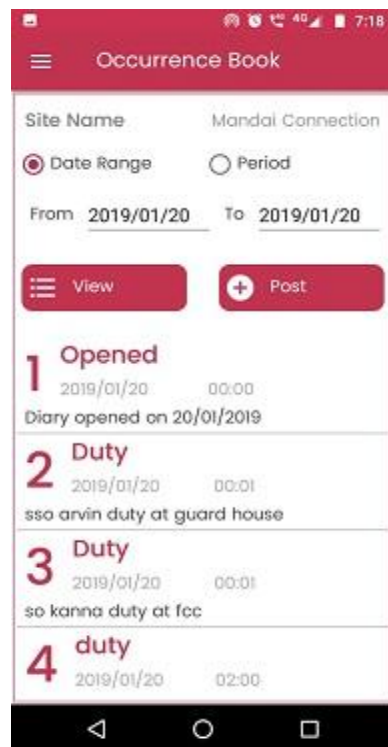
7. **Clocking**: This module is used to clock the secure premises by scanning the barcode. Apart from bar code, we are also supporting image and text to capture the fault or any other suspicious activities.

8. **After Action Review**: If there is action required for given activity, we do capture the detail of the action taken. This helps us to deal with same kind of situation in future, with much more efficiency. This also provides transparency for the client.

9. **Daily Checklist**: While finishing duty by one officer and handing over it to other officer, we do verify that everything on site is in good shape at the end of one duty and start of another. This helps us make sure that all site instruments are intact and all required information from one duty is transferred to the second duty.

10. **Fire Drill**: In case of fire incident OR fire drill, we do register the event through this screen. This helps us dealing with same situation in future with utmost care and better efficiency.

11. **Incident Report**: We report incidents on site through this screen. This is general screen for incident reporting.

12. **Lost & Found:** This screen is used to register the lost & found events on the site. These help us tracking the lost items and returning them to the respective person.
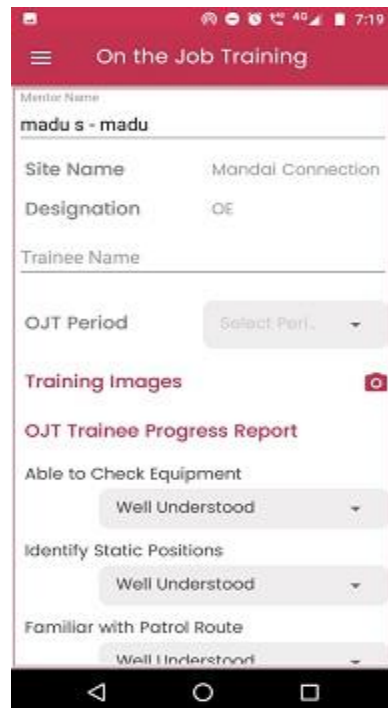
13. **Officer Feedback**: This screen is used by our Security Officers to provide detail on any grievances they have. This helps us make sure that our Security Officers are treated well and their voice should reach us in case of any unfortunate incident.

14. **Job Appraisal**: This screen is used by our OE to assess the officers on the site.

15. **On The Job Training**: This screen is used to organize the training for our officers on the site. This helps us to make sure that Officers are aware of all required details on the site and are able to deliver their best.

16. **Operation Visit**: this screen is used by our Operation executive while doing survey of our client's site.

17. **Performance Evaluation**: The screen is used to evaluate performance of our officers. This helps us make sure that our officers are doing their duty efficiently.

18. **Refresher Training**: This screen is used to organize the training for our officers on the site. This helps us to make sure that Officers are aware of all required details on the site and are able to deliver their best.

19. **Client Satisfactory Survey**: This screen is used by our Operation executive to send the survey link to our client. Once Execute clicks the 'Send Survey' button, the client receives the mail with survey link. Once Client fills the survey and submits, we get the required information in our DB. We further take the printout and get it signed and stamped by our client and upload the signed copy to our system.