



OSQAR²
'One stop'
Quality Assurance and
Risk Assessment System

Business Continuity, Operational Assurance, Resilience, Health and Safety plus more in a single package.

PDS
People Development
Ensuring personnel are trained and maintain competence and hold certificates and licenses relevant to their role.

AMS
Asset Management
Cradle to grave

Property, Vehicles, Operational Equipment, PPE, Electrical, Computers Consumables

Company and General Product Information

'When only the best will do.'



Redkite Systems Company overview



We are the first choice for airports and civil fire and rescue services

32

*years and getting
stronger every day*

We have been in the computer software design, development, supply and support business since 1981 when David Arber, the founder and CEO of Performance Monitoring Systems Ltd and later Redkite Systems Ltd, first developed computer software for the education sector. This early software was marketed through several computer suppliers (Acorn – BBC computer and Commodore) for the education sector in the UK. Since then our products have evolved into modern, powerful, flexible yet very easy to use systems.

Due to our success supplying competence management and certification solutions to many professional bodies such as the Institute of Personnel and Development, Royal College of Veterinary Surgeons, the Rail Industry Training Board and the Fire Service College (Moreton-in-Marsh) we were notified by the UK Civil Aviation Authority in 1998 of a need for a user friendly system for the maintenance of competence for firefighting personnel employed at UK aerodromes (CAP 699).



David Arber receives an award for services to the international airport fire sector.

99%

UK Airport RFFS

Today, our customer base includes 99% of UK Airport Rescue and Fire Fighting Services (Cat 2 and above) who use our systems to manage their training and maintenance of competence schemes (MOC) in line with international requirements. They also use our systems to manage their fire service assets ensuring that they are in the correct location and have been tested and serviced to ensure optimum safety. We also supply many overseas airports.

We also supply over 45% of Fire and Rescue Services in England and Wales who use our systems to manage personnel training and competence. They also use our systems to manage their fire service assets ensuring that they have been tested and serviced to ensure optimum safety. We also supply the States of Jersey.

45% (and growing) of fire and rescue services

20%

**airports
plus many more**

In addition to airport rescue and firefighting departments we also supply 20% of UK airports with systems to manage training in non-fire departments. We have also supplied companies in TV and media, electricity generation and distribution, railways (infrastructure and transportation), offshore oil and gas, police training, prison service training, universities and commercial training organisations. We supply to South America, Europe and the Middle East and can supply to any country.

“As part of the Operational Readiness programme for Heathrow’s new Terminal 2 we partnered with Redkite to implement a training booking system which enabled over 160 stakeholders organisations to book their employees onto one of approximately 100 different training courses. Redkite Systems development and delivery of a simple, easy to use and robust booking system, helped us offer a smooth and professional delegate experience to over 10,000 employees. The Redkite team worked hard throughout the project to ensure the system was delivered within budget and on time.” Alison Dare, Logistics and Mobilisation Lead, T2 People Commissioning Team, Heathrow Airport

Heathrow T2 our most recent success



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Redkite Systems Ltd is the trading name for Performance Monitoring Systems Ltd



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Redkite Systems Product overview



Every minute of every day someone somewhere is using
a Redkite system

PDS

People
Development

Ensuring personnel are trained and maintain competence and hold certificates and licenses relevant to their role.

Redkite PDS helps ensure personnel are trained and maintain competence and hold certificates and licenses relevant to their role. Redkite PDS handles all training methods, holds life-long records to international standards and is suitable for organisations of all sizes.

Redkite PDS is modular in design with each module seamlessly integrating with other modules.

The Redkite Asset Management System (AMS) manages all fixed and consumable assets from initial purchase through to final disposal holding life-long records of all safety tests and inspections as well as maintenance and service records. The Redkite AMS is modular in design with each module integrating seamlessly with all other Redkite modules and products. You only need purchase the modules you need. It is ideal for any organisation and can be used for any type of asset.

Property, Vehicles,
Operational Equipment,
PPE, Electrical, Computers
Consumables

AMS

Asset
Management

Cradle to grave

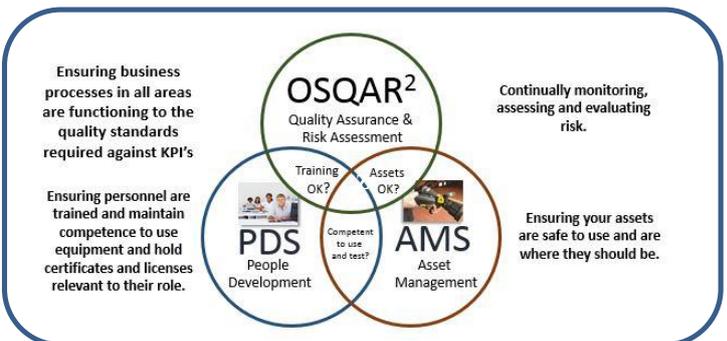
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Quality Assurance and
Risk Assessment System

Business Continuity, Operational
Assurance, Resilience, Health and
Safety plus more in a single package.

Redkite OSQAR² allows the recording of quality assurance activities across user defined areas in a uniform manner, managing and reporting upon Action Plans from initiation through to resolution. Risk management principles are embedded to facilitate risk identification and treatment. Business areas and processes are accessed from a simple 'one-stop' dashboard. User definable reports allow you to analyse areas for improvement.

Redkite PDS, Redkite AMS and Redkite OSQAR2 can be combined in many ways to form a variety of sophisticated and integrated management systems. Whether your interest is in a Safety Management System or an Operational Assurance System the integrated solution will meet your needs. Ideal for any organisation: Fire & Rescue, Airports, Shipping, Oil and Gas, Health Care and the social care sector to name but a few.



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Redkite Systems Technical Sheet



100%

In a recent customer satisfaction survey our hosted customers gave us a score of **100%** for reliability, speed of response, resolution of query and courtesy.

Web Based

All Redkite systems are web based and can be accessed by authorised users at an appropriate level via a web browser. All standard web browsers are supported.

Free Hosting Service

Redkite Systems offer a FREE hosting service. Rackspace plc take care of our managed servers and these are supported on a 24 x7 x365 basis with a guaranteed uptime of 99.99%.

Your system is managed by ourselves and we supply all necessary SQL Server licences.

Your system and information is backed up incrementally on a daily basis with a full back-up every week. Back-ups are stored for 2 weeks.

Your data is protected with a Cisco systems firewall and is encrypted using Thawte 128 SSL.

The software and hosted server meet rigorous penetration testing standards.

You will be supplied with a unique system which is not shared by any other customer.

We provide a portal to allow easy access to your systems and up-to-date on-line User Guides.

Adobe Reader and MS Excel or similar will need to be installed on workstations for report generation.

There is no restriction on the amount of information you can store on standard systems.

There is no restriction to the number of users within the scope of your contract.

Non-hosted supply

Whilst we highly recommend using the FREE web hosting service, we can supply our systems to be installed onto your own web server, if preferred. To do this we will request a remote data connection (VPN link or similar) which will allow the installation of the system (software and SQL Server database) without the need for a site visit.

The modules are supplied as compiled .dll files which link to the SQL Server data base using a series of connection strings embedded in an .ini file. The .ini file is encrypted.

All modules are MS Windows based and require IIS to be running on the web server.

Adobe Reader and MS Excel will need to be installed on workstations for report generation.

Redkite Systems do not supply hardware or recommend any particular system. We can however supply the specification of our hosted web server.

Support

Redkite Systems provide telephone support 09.30 – 16.30 (UK time) Monday to Friday except on UK bank and public holidays.

Emails requesting support that are received 'out of hours' are usually responded to on the next working day at the latest.

Extended hours support can be made available, if required.

User Group

Redkite Systems has a pro-active User Group which meets on a regular basis to discuss system developments. A User Group forum is also provided via LinkedIn.



Redkite Systems Hosted service FAQ's



100%

In a recent customer satisfaction survey our hosted customers gave us a score of **100%** for reliability, speed of response, resolution of query and courtesy.

Who manages the FREE hosting service?

Redkite Systems offer a FREE web hosting service. Rackspace plc provide the managed hosted server and this is supported by them on a 24 x7 x365 basis with a guaranteed uptime of 99.99%. Redkite Systems software is supported by ourselves.

Can any Redkite system be hosted?

Yes. The free hosting service is available to existing and new Redkite Systems customers and you can benefit from the hosted service for all Redkite Systems products.

As an existing customer can I switch to a hosted service?

Yes. Many of our clients have switched and we do not charge for moving your system? You can also move away from our hosted server, if you wish.

Can a hosted solution reduce initial and on-going costs?

Generally, the free web based hosting solution from Redkite Systems has been welcomed by IT staff as they do not have to provide servers or support. This is of special benefit to smaller companies. Savings can also be made on SQL Server user licences as these are included in the free hosting service for all Redkite Systems products.

We have a policy that prevents the use of external hosting?

Even where your company does not permit hosting we would recommend using the free hosted service in the initial set-up and training stages. This allows Redkite Systems support personnel to provide direct on-line help and clean any errors while you are on the telephone talking to us! We will move your system to your own web server on a date agreed with your IT department. Usually there is no additional cost for this provision.

Can a hosted solution reduce the time it takes to implement the system?

Past users have benefitted in reduced implementation times: the web based application means systems can be 'rolled-out' across your organisation instantly, no matter how geographically dispersed. There is no need to install software on your workstations*. All you need is a PC, tablet or smartphone with a Wi-Fi, 3G or 4G connection to the internet and, assuming you have authorisation, you can access your customised system portal.

A 'big bang' approach to implementation, where all locations become active on the same day, is often adopted by organisations who are replacing an existing computer based asset management system and already have equipment marked and, where required, bar-coded.

*Adobe Reader must be available for report generation. This is normally standard. MS Excel is required for certain management reports.



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Redkite Systems Hosted service FAQ's



Is a hosted solution reliable and how quickly do you respond to requests for help?

A recent customer satisfaction survey amongst our hosted customers gave Redkite Systems a score of 100% for response times, speed of resolution of an issue and courtesy. Users who get 'stuck' or need an erroneous data entry removing find the free hosted solution of benefit as Redkite Systems support personnel (with your permission) can access your system and either point you in the right direction or carry out some data cleansing on-line without have to wait for access to in-house servers from internal IT personnel.

What happens when you undertake system maintenance?

The server is managed by Rackspace who guarantee 99.99% up time unless undertaking scheduled maintenance. Rackspace inform us that scheduled maintenance can take place whenever necessary. They do their utmost to ensure that the notice period is adequate for clients to take necessary action. The average notice period is approximately a week; however, this will depend on what the maintenance is for.

Very occasionally we will upgrade our servers or server software. Where we do this we will give you notice. The work will be undertaken between midnight and 04.00 am to minimise impact. Your system will rarely be down for more than 1 hour.

Are there any limits to the number of authorised users?

A corporate Redkite Systems license which includes the free hosted solution provides unlimited access to authorised users within your organisation.

Where can access to my hosted system be obtained?

Access can be from anywhere and on any device (PC, tablet or smartphone) linked to the internet. Users access your Redkite hosted systems via a web browser in the same way that you access any internet web site. Our clients have pointed out that an advantage of this is that authorised staff can access systems from any location, home or work. This is particularly beneficial for retained duty staff who must return to their normal place of work immediately following a "call-out" and home worker personnel. You are even permitted to allow your external contractors access, if required.

How secure is my data?

We take the security of your systems and the information they hold very seriously. Each customer has their own dedicated area on our secure hosted server and this is protected by a Thawte 128 bit SSL security certificate - the same level of security applied to internet retail sites where credit card details are held.

To comply with security concerns for some of our customers the Redkite systems and servers have been subjected to external penetration testing and have met the high standards that have been required.

Penetration testing involves independent organisations who are experts at behaving as "hackers" would behave using very sophisticated techniques to try to break into the systems and server.

No other customer has access to your area of the server.





Redkite Systems Hosted service FAQ's



How often is my information backed-up?

Information is backed up incrementally on a daily basis with a full back up (systems and data) every week. The back-up is retained for 2 weeks.

What about Data Protection?

Redkite Systems comply with the eight principles of the Data Protection Act and will enter into a written contract with you identifying that we will only use the information we hold for enhancement, testing and support purposes. No other customer has access to your systems or your area of the hosted server.

Can data on the hosted server link to other systems both on and off your hosted server?

Redkite Systems can provide an API (subject to agreement) to interface with external systems such as Command and Control, Retained rota management and some Human Resource systems.

We want to host our own system. Can you recommend hardware?

Redkite Systems do not provide or recommend hardware or networks. However below is an outline specification the system provided by Rackspace as at 01 August 2014.

Operating System: Windows Server 2008 Standard Edition 64-Bit + Sophos

Processor: Quad Core

Memory: 8.0 GB – Enhanced

Drive and RAID Configuration: RAID 1 450 GB (15K SAS 3.5") - 2

Network: 100 Mbps

MS SQL Web Edition - 1x 4 Core

MS SQL 2008 R2

Encryption: 128 bit Thawte SSL (256 bit browser dependent)

Firewall: A fully managed firewall is also in place.



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Redkite Systems Interfaces



Interfacing with other systems

Redkite Systems is aware that many of our customers have many 'back-office' and front line systems that can benefit from an interchange of information with modules from Redkite Systems.

To facilitate this requirement our systems contain specialist customisable import and export interfaces many of which can be automated, if required.

HR Systems

Using a combination of the import and export functions available Redkite Systems can exchange information with most HR systems. We are happy to discuss further information exchange or integration, as required.

Personnel details import

Redkite Tracker can accept information held in a standard .csv file for import into the Redkite Personnel Development System.

As well as personal details the import handles changes to location, status and role and can accommodate personnel who have more than one role within your organisation.

Training Courses

The Redkite Course Management System can create courses and multiple instances of courses targeted at generic or specific audiences from MS Excel or similar

Training Records

Redkite Tracker can accept both historical and current training records for staff who have undertaken training and whose records have been updated in systems other than Tracker.

Records can be imported from external e-learning systems.

Import Templates

The structure for importing information into a Redkite system is documented in the relevant User Guide.

Equipment

Redkite Systems can convert data held in a number of Equipment Management Systems.

Where information is converted, it is usually possible to retain any bar code / RFID tagging in which you will have previously invested. This can greatly reduce the time and cost of moving into a new electronic recording system.

Test Results

Tests results can be imported into the Redkite AMS Core module. This is ideal for PAT testing or where tests are undertaken by external agencies such as insurance companies.

Mobilisation - Equipment

Equipment availability can be exported to external mobilisation systems.

Mobilisation - People

Redkite Tracker can be supplied with an interface to export pre-defined skills to external systems.

The requirement was designed to interface to duty management systems but the information can be uploaded by any system.

Tracker exports the current status of competence for each pre-defined skill area. The file is modified after each skills update on the Tracker system.

Bar code readers

Most bar code readers with a web browser are supported. Please check BEFORE purchasing.

