



Software
Command. Control. Inform.



Guardian Command

Mobilising for the 21st century



Mission Critical Software

Delivering software solutions which, through our customers, make a **positive difference** to people's lives.

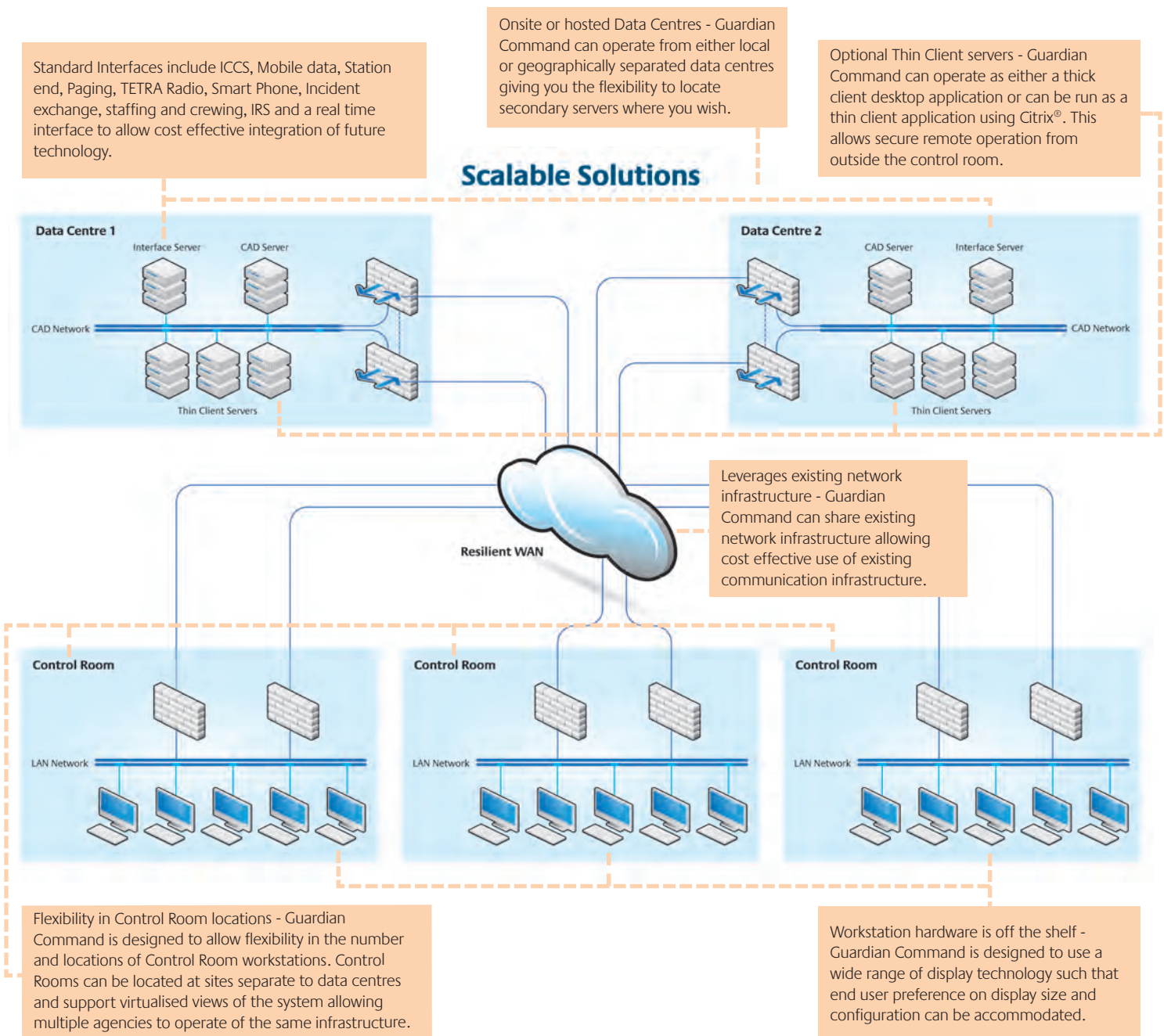
A full end to end Control Room solution

Guardian Command is a state of the art, modern Command and Control system for emergency services Control Rooms. The system is designed to enhance and streamline the way Control Rooms carry out their duties with a view to help the emergency services do their job more effectively.

Key areas of enhanced functionality include intuitive call taking and address matching using an intuitive user interface and the flexibility to meet differing Control Room requirements.

3tc Software has taken the knowledge and experience from developing Control Room solutions for the emergency services over the last 30 years and designed and built Guardian Command from the ground up, using modern development tools and technology.

Guardian Command is modular and scalable to meet different levels of requirements and price-points. This diagram shows the full solution available.



The Control system for Control Operators



Guardian Command is designed to support operational processes and streamline the way Control Rooms manage incidents, performance and resources to help them do their job more effectively.

The focus is on giving the Control Operator the flexibility to perform their duties with the minimum of steps. For example; call taking and address matching using the Geode user interface identifies locations faster, more accurately and in one address field. This minimises the need for data cleansing and lowers the stress felt by an Operator when assisting emergency callers.

3tc Software has built their knowledge and experience in developing Control Room solutions for emergency services over the last 30 years. The new generation of solutions are designed with input and guidance from personnel with many years of operational experience – so the user experience is paramount.



Main Benefits

We offer:

Resilient enterprise level database replication features using industry standard infrastructure

Deployment options that offer flexibility for local installation or hosted environments

We offer:

System Integration using open standard interfaces such as web services.

Developed using modern toolsets

Important because:

Leveraging investment in replication technology used in other markets means that enterprise level replication features such as geographically separate databases with full bi-directional failover and fail back become available with reduced software and hardware costs.

Guardian Command is designed to operate either on physical or virtual servers, as a desktop or remote Citrix® client and with either local or distributed data centres. This allows the solution to scale at a competitive price from a small to a large deployment and provide maximum flexibility in delivery to end users.

Important because:

Guardian Command uses industry standard middleware (XML over TCP/IP) for integration with third parties. This ensures that whatever the integration requirement (legacy or future) the core application technology can support it.

Guardian Command has been built upon Microsoft® C#.NET ensuring that the solution is at the right side of the technology adoption curve, future developments are assured to be cost effective and skills for supporting it are available.

Guardian Command Functional Highlights

Easy construction of Action Plans

- Action Points can be created once, then used and re-used in Action Plans to build them easily and in less time.
- Editing Action Plans becomes quick and simple to do.

Pre-Determined Attendance and Policy Management

- Guardian Command flags PDAs for an incident when appropriate and prompts the Control Operator accordingly.
- Reinforces the application of PDAs and policies to ensure adherence to best practice and safety of personnel and the public.

Intuitive User Interface

- Emergency call management
- Resource management
- Incident management
- Integral mini map specifically designed to assist with emergency call handling
- Integrated GIS mapping.

Geode-Effective and Efficient Address Management

- Single string address entry
- Search as the operator types
- Full premise address search (allows for spelling mistakes and wrong order of address details)
- Optimised location matching with large volumes of data
- Reduced operator stress and anxiety through increased, more accurate verification of addresses.



Why work with 3tc Software?

Open Integration Policy

We operate an open integration policy to ensure that supplier lock in is a thing of the past. Our APIs and training on developing against them is available to clients and third parties wanting to integrate.

Roadmap/User Groups

We operate a fully developed roadmap and user group process for all clients on support plans which ensure that you can proactively engage in changes that affect your organisation and receive updates on when features that can improve your delivery capability will be available. This means that our software can be considered a long term investment which will adapt as your organisation's requirements evolve.

Advanced Mobile Data Integration

Guardian Command incorporates 3tc Software's MODAS Communications Gateway providing advanced mobile data integration for dealing with a wide range of mobile devices including traditional MDTs, TETRA radios, Smart Phones, SatNav devices, single and two way pagers and mobile phones. Contact preferences and status based decision making rules allow the right messages to be delivered to the right devices whilst ensuring cost effective use of bearers.

Resource Response Management

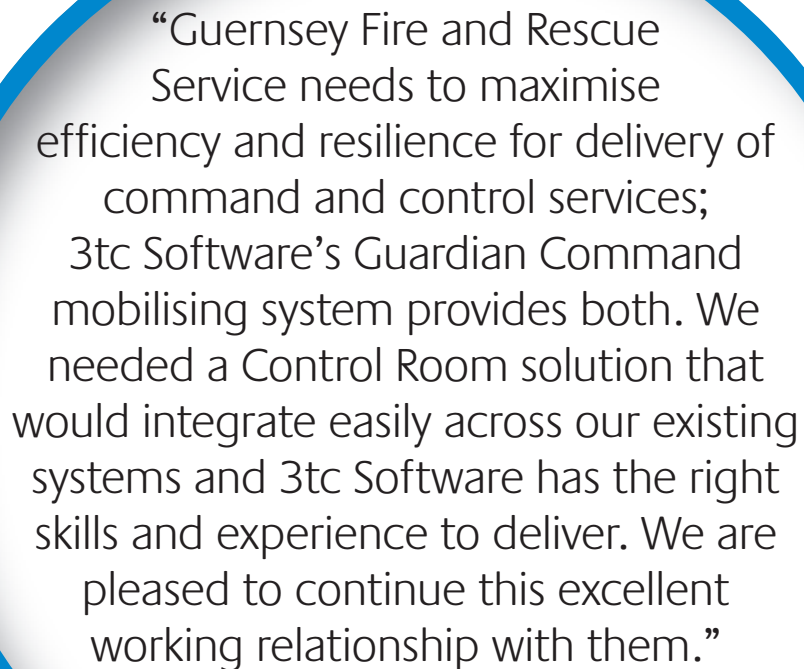
- Attribute mobilising
- Pre-determined response configuration
- Split locations and multiple access point response
- Priority mobilising.

Incident Management

- End to end user interface
- Queue and batch mobilising management during spate conditions
- Support for operational personnel with the right info at the right time
- Action plans including risk plans
- Intuitive incident lists
- Incident progress monitoring
- Key word search techniques in many areas of the system

Increased Performance and Efficiency

- Maximised call handling performance
- Cover monitoring and standby move management



“Guernsey Fire and Rescue Service needs to maximise efficiency and resilience for delivery of command and control services; 3tc Software’s Guardian Command mobilising system provides both. We needed a Control Room solution that would integrate easily across our existing systems and 3tc Software has the right skills and experience to deliver. We are pleased to continue this excellent working relationship with them.”

Training Manager,
Guernsey Fire and Rescue Service.