



**Pro-Cloud**<sup>®</sup>

Automate everything



# Pro-Cloud™

Automate everything

With over 20 years' of experience and successful business across the UK you can really rely on CSS and the Pro-Cloud solution, with a proven track record of assisting companies just like yours to obtain business efficiencies and cost savings.

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 in the most efficient way.



170 million+  
system  
transactions

2.3 million  
users

60+ customers

Pro-Cloud prides itself in being a solution that can offer a combination of management modules to fit any business, no matter how big or small. From transparent web ordering, increased employee productivity, improved stock control, effective logistics and activity tracking. Whatever your business sector our modular solution can do it all.

The benefits of using Pro-Cloud are endless and include:

- ✓ Improved asset management and tracking
- ✓ Increased employee productivity
- ✓ Accurate data collection
- ✓ On-the-go anytime and anywhere mobile working
- ✓ Improved stock control
- ✓ Efficient route planning
- ✓ Preventative maintenance optimisation
- ✓ Extended asset lifecycle
- ✓ Real time visibility of business operations
- ✓ Reduced costs across your inventory



Pro-Cloud; the forward thinking solution that enables you to gain complete control of your inventory and supply chain.

Bringing both operational and pricing efficiencies to your business.

## CLOUD-BASED

Pro-Cloud is hosted by the market leader Rackspace, resulting in system excellence, achieving zero downtime in 4 years. Being cloud based results in easy accessibility and systematic software updates.

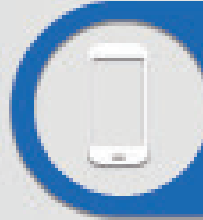


## SIMPLE TO USE

Our team have worked hard to provide an interface that is aesthetically pleasing to look at and easy to navigate around. Within no time at all your business will be reaping the benefits that Pro-Cloud brings.



## DEVICE AGNOSTICISM



We make sure all our systems can be used with ease across a variety of platforms, mobile devices and web browsers, hence the time spent in maintaining Pro-Cloud, meaning it is 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. We are proud to be IGSoC Level 3, 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 to sign up from your business.

## Modular Product Portfolio

With 9 modules to choose from, Pro-Cloud can be configured to suit your business requirements.

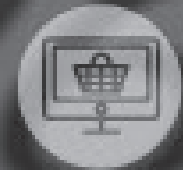
### Asset Management

Our comprehensive labelling procedure is where this module lies, delivering valuable, and accurate stock management data, data which can be configured to meet your individual needs. With a variety of barcoding technology, including GS1 UK barcoding, assets can be tracked 24/7 reducing the loss of equipment and bringing synergy to your warehouse.



### Sales Order Processing

Meticulous order processing is fundamental for any business that sells or hires equipment, bringing to you a bespoke, seamless sales ordering platform where your customers place orders and collections online.



## Mobile Workforce

From cradle to grave, mobile workforce gives the complete history of activities taken place by your workforce. Device agnostic mobile ordering means all in-field operatives will receive alerts for scheduled jobs immediately. Assets and activities can be tracked and traced with any type of handheld device.



## Route Optimisation & Logistics

Optimise routing and scheduling, monitor deliveries and maximise driver and vehicle efficiency, bringing cost savings and ensuring customers receive a highly proficient, visible and responsive service.



## Purchase Order Processing

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



## Sales Invoicing & Management Information

Process sales invoices at the touch of a button and utilise Pro-Cloud's powerful reporting suite, enabling you to drill down and analyse any part of your inventory.



## Client Relationship Management

Manage your customers, make sure they receive the communication they deserve and create customer relationships that every organisation aims to achieve.



## Fleet Management

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

Pro-Cloud raises the bar on fleet automation, bringing instant visualisation to your owned, leased or hired fleet in one simple to use interface.



## Facilities Management

Keeping on top of asset maintenance is key to the functionality of any operating business. Pro-Cloud's facilities management module enables you to schedule jobs for your workforce, making sure planned maintenance is completed when it needs to be.



# OUR SERVICES

## Implementation Process

We have vigorous procedures in place to make sure Pro-Cloud gets implemented in the most proficient manner possible. From proposal acceptance our standard project timeline is **16 weeks**. Our project delivery team work with you throughout, making sure you are kept informed from the business discovery right through to the go live date.

PRESENTATION/  
DEMONSTRATION



PROPOSAL SENT  
& ACCEPTED



OFFICIAL HANDOVER  
TO PROJECT  
DELIVERY TEAM



KICK OFF MEETING/  
PROJECT PLAN FINALISED



BUSINESS DISCOVERY  
INCLUDING  
INTEGRATION REQUIREMENTS

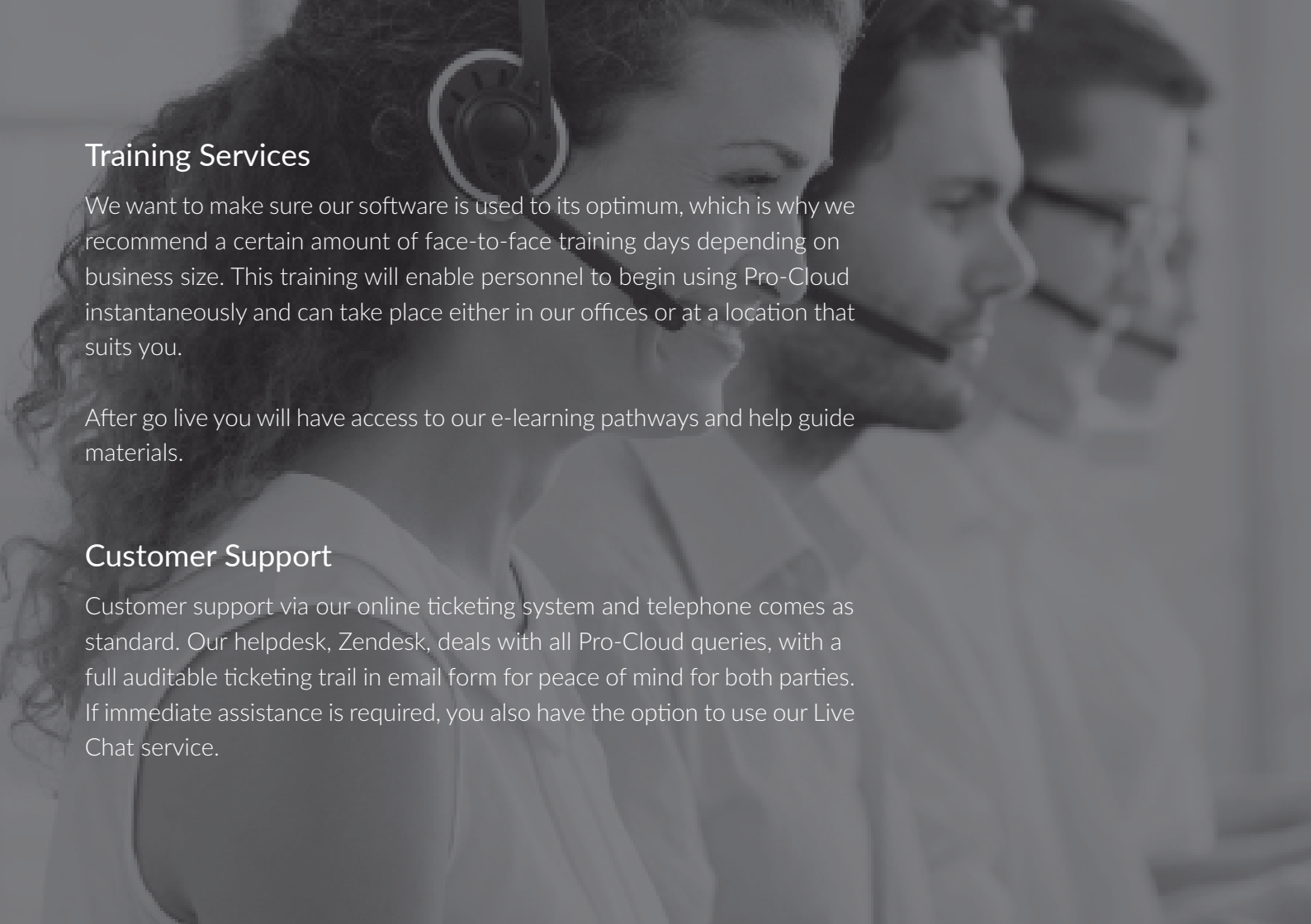


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Business consultancy is offered throughout the Pro-Cloud process. From the vast experience between our delivery personnel they really are experts in advising organisations in a variety of software matters.





## Training Services

We want to make sure our software is used to its optimum, which is why we recommend a certain amount of face-to-face training days depending on business size. This training will enable personnel to begin using Pro-Cloud instantaneously and can take place either in our offices or at a location that suits you.

After go live you will have access to our e-learning pathways and help guide materials.

## Customer Support

Customer support via our online ticketing system and telephone comes as standard. Our helpdesk, Zendesk, deals with all Pro-Cloud queries, with a full auditable ticketing trail in email form for peace of mind for both parties. If immediate assistance is required, you also have the option to use our Live Chat service.

## API Integration

With the capability of integrating with a variety of sources our project delivery team will discuss in detail what internal systems need to be integrated into Pro-Cloud and will make sure they communicate effectively together before go live day.



## Hardware

Pro-Cloud can be used with a multitude of different devices, to provide the ultimate in efficiencies for any organisation that signs up. Through working closely with a number of different partner organisations, we are able to offer the latest hardware options.



To support Pro-Cloud effectively we have a variety of Motorola, Zebra and CAT products to suit organisations specific requirements.

## Hosting

On initial Pro-Cloud discovery meetings our team will recommend that Pro-Cloud is hosted in the 'Cloud' through our own EU hosted servers. Our cloud based solution is a fully redundant server architecture provided/managed by the market leader, Rackspace.





The beauty of Pro-Cloud is that it can be adapted to any market sector, regardless of size, geographical area or business type. From specific asset locations, tailored bespoke reports, rugged barcoding technology and hardware to match, Pro-Cloud has and can do it all.

A few of the industries that use Pro-Cloud every-day:



Healthcare



Local Government



Manufacturing



Emergency Services



Media



Warehouse Management

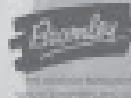
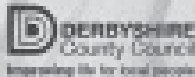
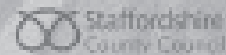


Field Service Management

“We are confident that the investment we have made, supported by the good relationship we have developed with CSS (Europe), will soon begin to pay for itself as well as greatly improving visibility and assurance that we are getting the best out of our operational assets and minimising our whole-life costs. So much so that we are already making plans to utilise the Pro-Cloud BlueLight system to manage other assets across our organisation. Based on progress to date, I wouldn’t hesitate to recommend another FRS to invite CSS (Europe) to tender for their AMS.”

DURHAM AND DARLINGTON FIRE AND RESCUE SERVICE

Some of our customers:





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