

# COMMAND CENTER

An Introduction



# MEET COMMAND CENTER

Command Center is SaaS-based grab-and-go technology that combines the flexibility of near-field communications (NFC) technology with the smartphone to cost-effectively ensure adherence to all daily physical operating requirements associated with health & safety, fire code, environmental, commercial insurance, brand standards, etc. It's the only solution to provide a single version of the truth regarding operations and provide access to audit-proof real-time, accurate operating data that can be used to increase efficiencies, reduce overall risk and help save lives, money, and time.









## Keep the Doors Open with Command Center.

### Be Confident the Right People, are in the Right Place, to Complete the Right Job.

- Create **unlimited work plans** based on your compliance calendar.
- Design workflows tailored to your operations to be **sequenced or ad-hoc**.
- Optimize response times to issues using **automated alerts** based on operating policies.
- Directly link to specific assets or locations for **end-to-end life cycle management** using Near Field Communications Technology
- Assign work plans to **individuals or teams**

## Command Center, One Solution Does it All!

	<b>OPERATING PROCEDURES</b>		<b>EMERGENCY RESPONSE</b>
	<b>INSPECTIONS &amp; AUDITS</b>		<b>INCIDENT REPORTING</b>
	<b>OPERATING PERMITS</b>		<b>ASSET MANAGEMENT</b>



# WHAT'S THE ALTERNATIVE

Physical operating compliance has traditionally been managed through the use of outdated process such as paper checklists, spreadsheets, and auditing to ensure compliance.

These methods are flawed in that they are unable to guarantee the work being done and data entered is accurate and reliable. Without reliable accurate procedures and data, operations become skewed with excessive resource use, missed or poorly performed inspections, and increasing worker burnout from lack of effective communication and understanding.

These traditional systems lack several elements to successful compliance management, but a key element is **accountability**.

So how does this impact compliance and operations?

## Lack of Operational Visibility



- Only know issues have incurred after lengthy audit and reporting process
- Reactive approach to addressing issues
- Heavy uncertainty in the state of compliance

## Physically stored Database



- Physical storage can have limited access
- Unstructured data is time-intensive to analyze
- Paper can get damaged over time

## Siloed Department Compliance



- Each departments compliance data is siloed and not utilized for holistic optimizations
- Poor communication and understanding caused due to fragmented information

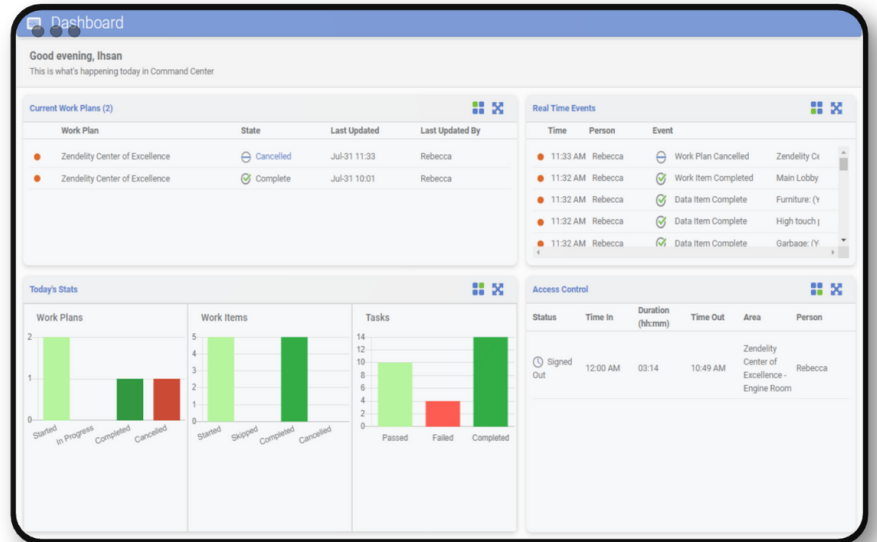
## Unreliable Verification Systems



- Workers can miss inspections or perform them wrong without standardized workplans
- Initials/signature can't guarantee the worker was physically present at the inspection



# COMMAND CENTER



## Mobile Application

Enables mobile workers to:

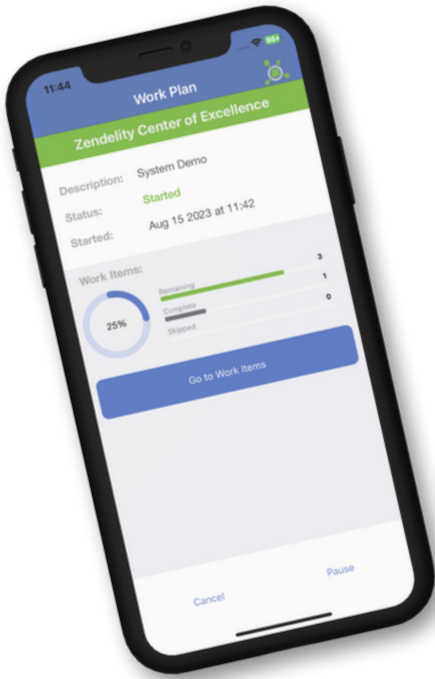
- follow standardized physical operating procedures
- eliminate the paperwork with NFC scans for compliance reporting
- record compliance data on the go and highlight issues based on operating policies.

## Web Portal Application

Enables managers to:

- Track, monitor, and manage all workplans and procedures in real-time
- Get automatically alerted of issues of non-compliance to improve response time
- Maintain full situational awareness over safety assets and routines
- Easily analyze physical compliance data to identify trends, optimize operations, and be confident of compliance





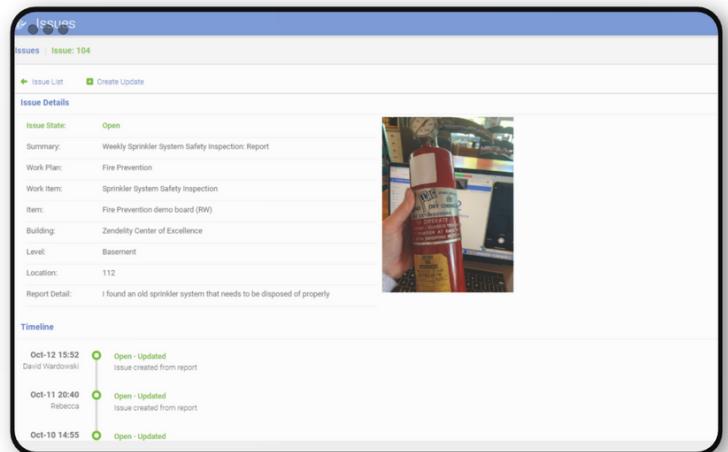
## Digital Workplans

Create detailed digital workflows based on your specific operating procedures to guide new and/or replacement employees and ensure important steps are not missed.



## Real-time Policy Alerts

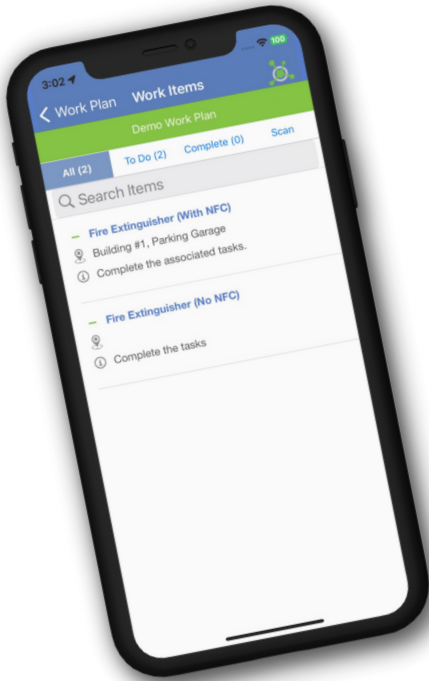
Eliminate the guess work and receive real-time automatic notifications based on operating policies to identify and report issues before they negatively impact operations.



## Submit Tickets

Submit ad hoc issues to ensure nothing is missed. Include pictures and a detailed description so the team can take immediate corrective action.





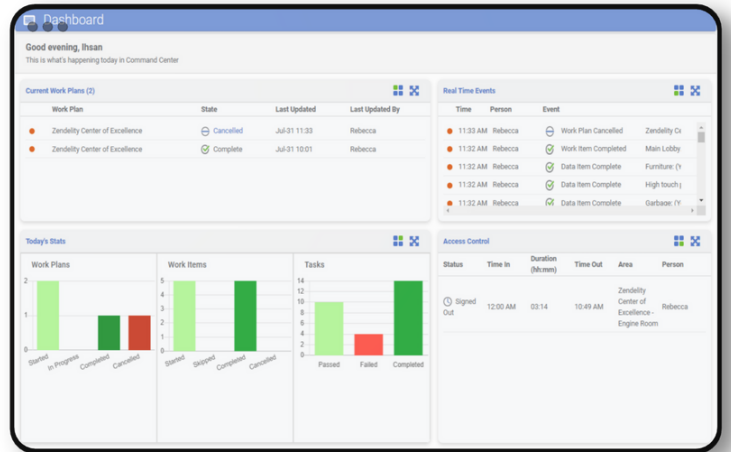
## Digital Work flows

Eliminate version control issues and ensure employees are only working off the latest operating procedures.



## Real-time Dashboard

To verify work, management simply needs to monitor the real-time dashboard to understand the current situation across all properties for improved situational awareness and proactive risk identification.



#	Status	Created	Modified	Issue
38	In Progress	Aug-02 10:17	Aug-02 10:22	Inspect the boiler - Sounds and Smells: Failed
37	Open	Aug-02 10:15	--	Monthly Fire Extinguisher Inspection: Report
36	Complete	Jul-31 10:01	Jul-31 10:06	Inspect the boiler - Sounds and Smells: Failed
35	Complete	Jul-31 10:01	Aug-02 10:16	Inspect the boiler - Boiler Pressure: Failed
34	Complete	Jul-31 10:01	Aug-02 10:15	Monthly Fire Extinguisher Inspection - Safety Pin: Failed
33	Open	Jul-31 10:01	--	Monthly Fire Extinguisher Inspection: Report
32	Complete	Jul-31 10:00	Jul-31 11:32	Main Lobby - Garbage: Failed
31	Complete	Jul-30 19:15	Jul-31 10:01	Inspect the boiler - Smoke: Failed
30	Open	Jul-30 19:14	--	Inspect the boiler - Sounds and Smells: Failed
29	Complete	Jul-30 19:14	Jul-31 10:01	Inspect the boiler - Liquid: Failed
28	Open	Jul-30 19:13	--	Main Lobby: Report

## Issue Management

The instant there is an issue or operating results are not aligned with requirements, managers get notified in real-time as they are reported so they can respond accordingly and improve response time.



Workplan Instances	Start	End	Complete	Failed Items
Complete	Aug 02 2023 14:13	Aug 02 2023 14:17	100%	1
Complete	Aug 13 2023 21:06	Aug 13 2023 21:08	100%	4
Work Items	Work Item State	Start	End	Failed Items
Inspect the boiler	Complete	Aug 13 2023 21:07	Aug 13 2023 21:08	2
Boiler Pressure:	5:			
Liquid:	Yes:			
Smoke:	Yes:			
Sounds and Smells:	No:			
Main Lobby	Complete	Aug 13 2023 21:06	Aug 13 2023 21:06	1
Monthly Fire Extinguisher Inspection	Complete	Aug 13 2023 21:06	Aug 13 2023 21:07	1
Set-up for Wine Night	Complete	Aug 13 2023 21:08	Aug 13 2023 21:08	0
Complete	Aug 14 2023 13:13	Aug 14 2023 13:14	100%	2
Complete	Aug 14 2023 14:04	Aug 14 2023 14:05	100%	5
Cancelled	Aug 14 2023 14:15	Aug 14 2023 15:00	0%	0
Complete	Aug 14 2023 16:36	Aug 14 2023 16:38	100%	2
Complete	Aug 15 2023 15:42	Aug 15 2023 15:51	100%	3

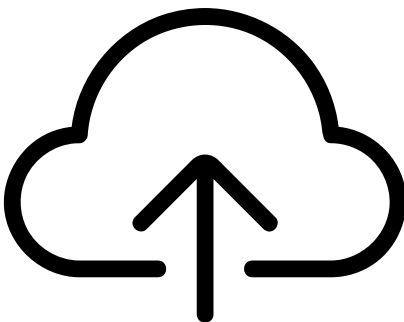
## Historical Reporting

Easily access structured operating data from any time, filtered, sorted, and organized for easy analysis. Easily export reports for ease of distribution to inspectors, auditors, or other departments.



## Audit-Proof

Ensure all cross-departmental data is tied to a specific location or asset date, date, and time stamped with who completed it, to provide a holistic audit-proof overview of operations and enhance communications with data-driven discussions.



## Cloud-Based System

All operating data is automatically consolidated in the cloud into a single source for easy access, analysis, reporting and storage.





# CARLETON UNIVERSITY



## *Finding Confidence in Compliance*

### Situation

To comply with the fire code, the Emergency Management team has to ensure all 2500+ fire extinguishers on campus are inspected monthly and annually, are functional, and are in the right location. Before Command Center, compliance was managed by signing off on the tags and tracking the status on a piece of paper to be filed for future reference.

### Challenge

- Without follow-up inspections, it was **impossible to confirm** if monthly inspections were completed as per the policy standards.
- Paper reporting led to manually combing through piles of paper to find records of missing or broken fire extinguishers to replace them, resulting in **issues being missed or taking longer to find**.
- When the inspector arrived, they had to manually find and pull together all the inspection data to prove compliance and **hope the paperwork wasn't lost or damaged**.
- **Budgeting and planning was time-consuming** without the organized data to analyze and confirm requirements.

### Solution

Carleton University turned to [Command Center](#) to create a digital workflow for each building and fire extinguisher on campus to ensure nothing was ever missed again. Using the mobile application, staff simply follow the workflow and capture the necessary performance data in real-time, all maintained in a single database for easy access and reporting. To ensure no extinguishers were missed a scannable tag is attached to each one to eliminate the ambiguity of completed procedures.

- *Created an **audit-proof fire prevention strategy** using asset-specific scannable tags.*
- ***Have confidence** that all fire extinguishers have been inspected, are functional and available.*
- *Can **easily and quickly pull up monthly inspection data** when the inspector arrives to prove compliance.*
- ***Improved forecasting and budgeting** with more detailed asset and performance data.*





# COMPLIANCE EXCELLENCE

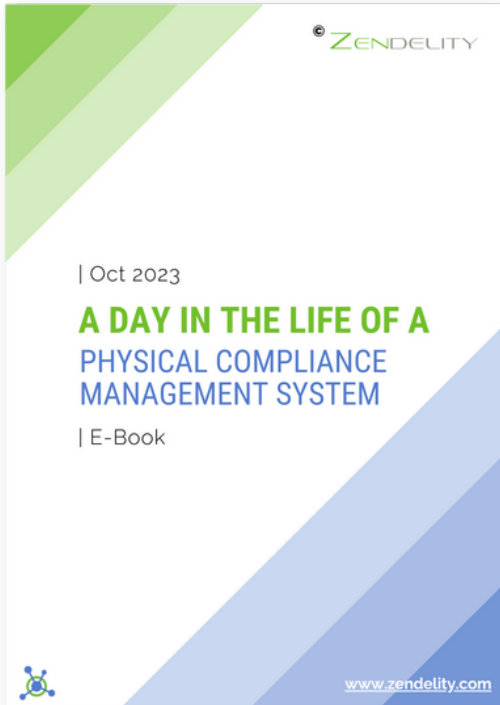
## End-to-end Compliance Life Cycle



Get up & running delivering value in a matter of DAYS



# ADDITIONAL RESOURCES



## ***A Day in the Life of a Physical Compliance Management System*** A walkthrough guide

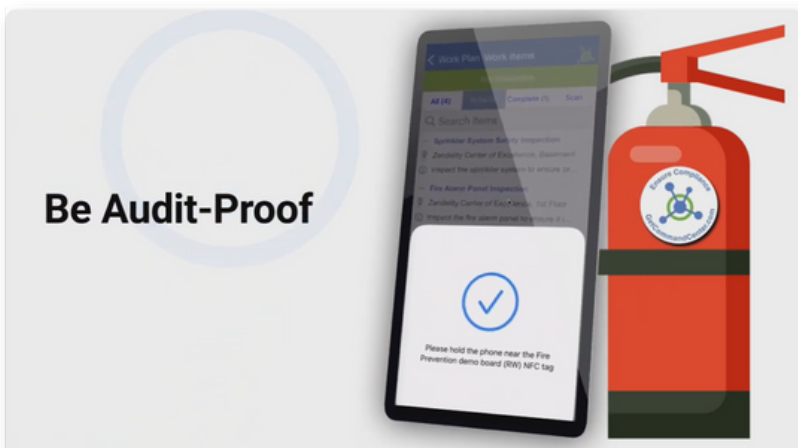
## ***Command Center 2-pager*** Brochure Summary

**Why We're Done With Paper**  
(and you should be too)

- **Vulnerable to damages** and the incidents it should report on
- **Increases costs and risks** due to the response time of reporting to completed maintenance
- **Lacks capacity** to record more details, images, and other valuable insights during procedures
- **Can't prove the procedures** were actually performed to standard to ensure compliance
- **Overwhelming** to manually organize and analyze data to improve operations
- **Negative impact** towards environmental initiatives

**Command Center**  
Physical Operating Compliance Management

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## ***Command Center Demo*** Video



# CONTACT US

## Deliver Value in Days

### Learn More!

Want to find out how Command Center can be tailored to your own campus operations?

[www.zendelity.com](http://www.zendelity.com)

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