PeopleHours™ Development News
What we did during 2010

At the start of a new year I take the opportunity to advise users of the PeopleHours™ application and Gallinet's Monitoring services of some of the changes that were made to the application during 2010 and what we are planning to do during 2011.

Since Gallinet's acquisition of RCS back in 2007 we have invested heavily in further developing the application to the benefit of both our clients and ourselves alike. Perhaps uniquely amongst our rivals we continue to be our own largest customer actively using our own software product within our Control Room to provide our outsourced monitoring services.

It is both our own experience as a user and the excellent feedback from our customers that has allowed us to develop PeopleHours™ into what is now a fully featured scheduling, monitoring and payroll solution for the security industry utilising the very latest in web technology.

But there is always more to be done and in the new few pages I'd like to sum up last years improvements and provide some details regarding the projects we are working on now.

Marcus Kerr

(Managing Director)

GalliNet Limited

Changes made to the application during 2010

"TellMe" Functionality has been completed: -

- Client's staff can now use their mobile phones, PDA's or lap-tops to connect to the PeopleHours™ system and view their past and future rosters.

- Duty schedules can optionally include pay information so staff can see what rate of pay they will earn for any given assignment.

- Managers can leave messages which staff can respond to.

- Managers can see when staff have viewed their schedule removing the "I didn't know" issues that can sometimes occur.

Additional human resources: -

- We have increased the number of controllers providing additional resources to ensure that no call is ever unanswered and that controllers do not feel rushed when dealing with incidents and alarm activation's, some of which can of course become complex and lengthy to complete fully.

- We have added an additional member of the support staff to the team also. This allows for more or less instant response to questions or requests for assistance from clients.

- Complex requirements or requests for user training can now be provided even more readily and in more ways. We can attend your premises or you can come to us where we can provide structured classroom training for multiple attendees. Alternately you can just call or e-mail as and when an issues arises and assistance will be available immediately.

Our commitment to providing first class and hassle free support was recognised in our customer survey conducted by Microsoft during 2010, the excellent favourable comments from our customers were responsible in no small part to our being awarded gold partner status. So our thanks to those that were contacted and responded.

A copy of the survey results is available at www.Gallinet.Com or on request.

New servers: -

We have replaced all our servers and IT infrastructure allowing us to continue to provide the best possible experience for users when accessing the PeopleHours™ application. In addition we now have complete duplicity across all systems using multiple and geographically separated providers.

During 2010 we experienced loss of nearly all systems at one point or another including power cuts in the control room, loss of telephone lines and servers. Due to our robust DR facilities the single longest downtime within the control room was 14 minutes, with most instances resulting in no loss of continuity at all where redundant systems immediately took over from those that had failed.

01384-237 333 or e-mail marcus.kerr@gallinet.com to discuss

"Disaster-Ready" Implemented

"Which is what, exactly..?"

Disaster-Ready allows software only clients to enjoy the benefit of a fully equipped and manned outsourced control room service to be on permanent stand-by, ready to be activated on a mouse click or phone call in times of need.

In the event of any loss of service at your own premises Gallinet's monitoring service can be switched on and immediately take over providing complete continuity of service to your staff and customers alike. Our Controllers would immediately be aware of all your operations in progress and your contractual manning requirements, escalating missed call events, incidents and alarm activations to your defined procedures.

In development for 2011, "PeopleForms"™

We are currently developing four partner applications to accompany the current PeopleHours™ software.

The first of which, **PeopleForms™** will provide customers with a fully hosted solution to allow application forms to be completed by prospective employees on the web. Far from a simple form however the system will allow the applicant to upload supporting documentation and will include full data verification and employment gap checking to rank application forms presenting those most suitable, scored using comprehensive and totally customisable criteria, to the vetting clerk ahead of others.

The applicant will be able to pause the process and come back to complete it at a later date and questions are cascaded presenting more fields depending on answers given.

Users can create or change application forms on-line as easily as they would create a PowerPoint presentation freeing customers from a pre-printed form that has to suit all vacancies. Bespoke forms can be created in moments for specific variances and of course successful applicants details can be passed directly to PeopleHours™.

We will soon be ready to start testing the first beta versions and will be contacting some customers to seek assistance in doing so or you can register your interest by contacting us accordingly.

01384-237 333 or e-mail marcus.kerr@gallinet.com to discuss

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~PeopleHours~
"TelMe" New Functionality Announcement

We are pleased to announce the arrival of an Employee Information Portal service called "TelMe" for PeopleHours: -

The "TelMe" service portal has been designed to communicate messages, rosters and duty schedules to all employees within your company easily, accurately and by the fastest means possible. Traditionally schedule information has been passed via telephone calls to individual officers or periodic posting of duty schedules, both methods being time consuming and expensive.

The service communicates using both push and pull information flows with either the employee *getting* the information or the scheduler *sending* it.

Employee Pull access includes: -

- **Web access for PDA and mobile phones and devices.**

- Employees can use their mobile phones, PDA's, I-Phone's or home computers and lap-tops to access the portal with minimal instruction beyond the internet address they would need to visit, which can of course be linked from your own company web site.

- **Optional Payroll information display.**

- PeopleHours managers can choose to display either duty schedules only or to include pay rates also that will apply on a shift by shift basis.

- **Security**

- Each employee will have their own unique log on username and password which will grant them access to their own duty schedules only.

- **Usage recording and reporting**

- A full record of all schedule views is maintained, PeopleHours users will know if a particular employee has viewed his roster or any message and when. There will be no claiming "I didn't see it"**.**

Employee Push access includes: -

- **Message of the day**

- Employees viewing their schedule can be presented with a message of the day broadcast to all staff or individual messages tailored to specific employees or all employees working on a specific assignment.

**Additional information regarding this feature can be obtained from
Karen.Ledbury@Gallinet.Com or by calling 01384-237 333**

* TXT services will be available in the 2nd stage of development.

GalliNet Limited

~PeopleHours~
"TelMe" New Functionality Announcement

TelMe by Gallinet

| New Messages | With Rates |
| Previous Month | Next Month |

Monday 07/06/2010 08:30 - 17:00
ATraining (SIN = 0543)
Training

Tuesday 08/06/2010 08:30 - 17:00
ATraining (SIN = 0543)
Training

Wednesday 09/06/2010 08:30 - 17:00
ATraining (SIN = 0543)
Training

Most mobile devices such as the I-Phone shown (above) are able to access the TellMe function allowing employees quick and easy access to view their past or future schedules along with any management messages for either them personally or that relate to an assignment on which they may be working.
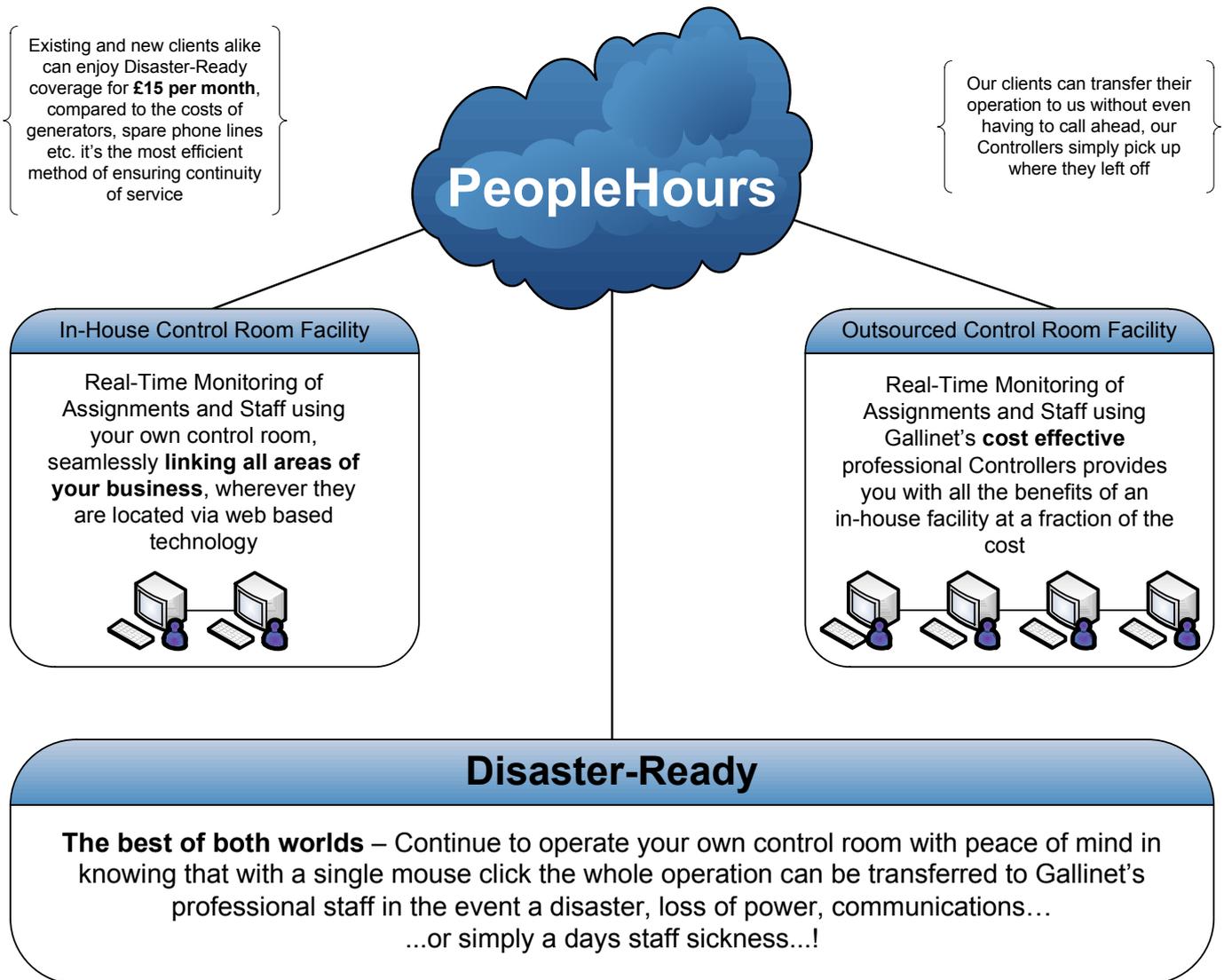
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Gallinet customers don't worry about disaster recovery, they're ready for it.

With Gallinet's **Disaster-Ready** service a single mouse click gives PeopleHours users the ability to transfer their own in-house control facility to Gallinet with our professional controllers instantly becoming aware of all expected calls and operational matters.

From the team that created RotaMaster & RotaWin.

Existing and new clients alike can enjoy Disaster-Ready coverage for **£15 per month**, compared to the costs of generators, spare phone lines etc. it's the most efficient method of ensuring continuity of service

Our clients can transfer their operation to us without even having to call ahead, our Controllers simply pick up where they left off

PeopleHours

In-House Control Room Facility

Real-Time Monitoring of Assignments and Staff using your own control room, seamlessly **linking all areas of your business**, wherever they are located via web based technology

Outsourced Control Room Facility

Real-Time Monitoring of Assignments and Staff using Gallinet's **cost effective** professional Controllers provides you with all the benefits of an in-house facility at a fraction of the cost

Disaster-Ready

The best of both worlds – Continue to operate your own control room with peace of mind in knowing that with a single mouse click the whole operation can be transferred to Gallinet's professional staff in the event a disaster, loss of power, communications…

...or simply a days staff sickness...!

www.Gallinet.Com

01384-237 333
Ask for Karen or Roy

www.PeopleHours.Com

GalliNet

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GUARDING GOLD

Microsoft GOLD CERTIFIED Partner