

Gallinet Monitoring & PeopleHours™ Development News What we did during 2011

During this first half of a new year I take the opportunity to advise users of the PeopleHours™ application and Gallinet's Monitoring services of just a few changes and additions that were made to the application and our services during 2011

...as well as a few of the things we are planning to do during 2012.

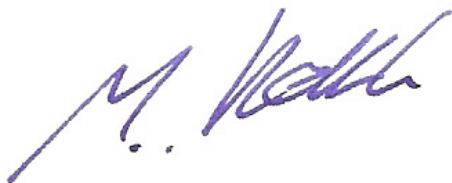
Since Gallinet acquired PeopleHours™ back in 2007 we have continually invested in developing the application to the benefit of both our clients and ourselves alike.

Uniquely amongst our rivals we continue to be our own largest customer, we are actively using our own software product within our Control Room to provide our outsourced monitoring services. Whereas some control room providers have diversified expanding into other industry sectors and even started offering security services themselves, thereby competing with their own customers, Gallinet continues to focus on serving the industry we know best, whilst not competing in it.

During 2011 we have added developers to the team, vetting controllers, a new communications system and not least of all a new office location and Control Room.

Within the next couple of pages I'll highlight just a few of the changes made to the application and the monitored service, there is always more to do so I'll also provide a brief summary of a couple of the the projects we are working on right now.

Marcus Kerr
(Managing Director)

A handwritten signature in blue ink, appearing to read 'M. Kerr', is written over a light blue background.

Some of the new Things in PeopleHours™

Functionality has been expanded within PeopleHours™ in the following sections: -

- **Employee Holiday Page**
 - Additional information is now presented in a single screen, to include days accrued and days booked in the current year.
- **Data Validation**
 - Additional checks are now made by the application to prevent common errors when users are entering data.

Scheduled Holidays For Current Holiday Year

Description	Start Date	Finish Date
Holiday	01/04/2012	01/04/2012
Holiday	02/04/2012	02/04/2012
Holiday	03/04/2012	03/04/2012
Holiday	04/04/2012	04/04/2012
Holiday	05/04/2012	05/04/2012
Holiday	06/04/2012	06/04/2012
Holiday	07/04/2012	07/04/2012
Holiday	08/04/2012	08/04/2012
Holiday	09/04/2012	09/04/2012
Holiday	10/04/2012	10/04/2012
Holiday	11/04/2012	11/04/2012
Holiday	12/04/2012	12/04/2012
Holiday	13/04/2012	13/04/2012
Holiday	14/04/2012	14/04/2012
Holiday	15/04/2012	15/04/2012

Employee Location Detail

John Smith1013
Date Last Worked
01/06/2011 07:00

Previous Work History

Premises	First Date Worked	Last Date Worked	Hours Worked	Shifts Worked
Location137	04/03/2010	05/03/2010	12	1
Location142	03/06/2009	01/06/2011	40	6
Location569	11/07/2007	07/12/2008	4864	405
Total length :			4916	412

Employee Bans

	SIN	Site	Reference	Start	Finish
<input type="button" value="Edit"/>	4066	Location142	not required	14/03/2012	

Branch Location Reason
Branch1 not required

- **Employee Locations Page**
- All details are now presented in a single page
- Banned assignments can now have a start and end date thereby maintaining a full employment history.

- **Expanded Address Book**
 - Users now have the ability to set and record multiple contact details at Branch, Customer and Location. All of the contact reports have been updated to include this new information.
- **User License Control**
 - Customers now have the ability to display a custom message warning users attempting to log on if they would exceed the licence limits.

New Home

Yes, we've moved: -

In December 2011 we left the location that has served us since Gallinet's creation, moving only a small distance up the road but gaining a great deal as a result.

Of course our new location had to meet the requirements of a BS 7499 and NSI Gold standard Control Room, whilst allowing us to stay within reach of our valuable staff and also preserve the services we offer to our clients without interruption.

No one wanted to change over 400 dedicated inbound telephone numbers so a great deal of planning and new services had to be provided prior to move day.

BT commenced digging up the main Dudley to Wolverhampton road in July to lay dedicated fibre services for us thereby ensuring a friendly welcome from our neighbours as they struggled past roadwork's for weeks...!



The move has allowed us to strengthen our business continuity arrangements with separately routed communications and dual continuous running on site power generation.

Our new location is larger and more work conducive location for staff and visitors alike. Our clients can make use of a training / Meeting room seating 6 with presentation facilities, internet and of course tea and coffee.



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

New Services

Vetting and Screening: -

- Having been requested more times than we can remember we have now made this service available to all. Clients can now pass their BS7858 vetting requirements to us and our dedicated Vetting Controllers will complete the process at best speed. As we come from the industry we recognise, better than perhaps other providers, how much of a distraction from operational burdens this process can be. We get on with it with a minimum of fuss.



Real-Time Patrol Compliance Monitoring: -

- In partnership with Moco Communications officers on site are able to book on and off duty and make their check calls directly into PeopleHours™ using their patrol management devices, thereby eliminating call charges whilst also providing proof of presence.
- Controllers will also receive real-time alerts if patrol points are missed prompting them to commence a client defined escalation procedure.
 - *Additional development is on-going with this partner to expand the devices functionality further to include :*
 - *Electronic incident filing with image capture*
 - *Electronic request forms for uniform, site equipment etc*
 - *Employee roster/schedule lookup*



If you are considering purchasing or upgrading a patrol management and verification system we know a man called Richard that would be very happy to talk to you!

New Telephone System: -

- As you might imagine communications forms a large part of what we do and we have completely replaced one of the key systems serving this vital area.
- The control room now benefits from the latest NEC computerised phone system providing us with :
 - Full duplex recording of communications, inbound and outbound to evidential standards.
 - KPI monitoring screen and reports displaying stats on time to answer, abandoned calls, call volumes etc.
 - Regular direct-from-system-to-client reporting options of calls made on their behalf.

[New People](#)

(& some of the Same Old Ones)

- We continue to enjoy a staggeringly low turnover within the control room with many staff still boasting over two decades of industry experience, most of which was part of the current management team.
- Monday is now a regular training day where Controllers rotating on a roster are scheduled over usual requirements to allow for detailed and continued training and assessment sessions which include reviewing random call recordings of incidents they have been involved in and situational training for call events and alarm activations.
- Two new developers join the team bringing with them new ideas and skills. Coupling to this the excellent and valued feedback from our customers and our team of controllers development continues to be guided into areas of genuine worth and value to customers operations, rather than bells and whistles which perhaps look nice in newsletters such as this, but don't translate to real on-the-ground benefit.
- The Support department also gets a lift with a new member of the team who brings with him an impressive level of SQL knowledge, new ideas and of course a customer first approach.