Gallinet Monitoring &
PeopleHours™ Development News
What we did during 2012

During this first half of a new year we 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 2012

...as well as a couple of the things we will do during 2013.

We have continually invested in developing the application and our services to the benefit of both our clients and ourselves alike. The direction of this development is steered by many factors, changes in technology and legislation are two that can queue jump our own priorities of course but after that it's feedback from clients that drive most of the changes.

We are fortunate to have many clients that communicate with us regularly providing their wish lists or ideas for new features and improvements. We take all this, apply a few filters, and set about making the changes and providing new tools to aid them in running their own operations more efficiently and cost effectively.

We are still unique amongst our rivals as we are our own largest customer, actively using our own software product within our Control Room.

In addition to a new office and control room location during 2012 we added new customers and new services, our outsourced vetting & screening service has proved popular with our dedicated vetting controllers processing more and more of your applicants each week.

In the next few pages we will highlight a few of the changes made during last year and also provide a summary of some of the the projects we are working on right now and planning throughout the year.
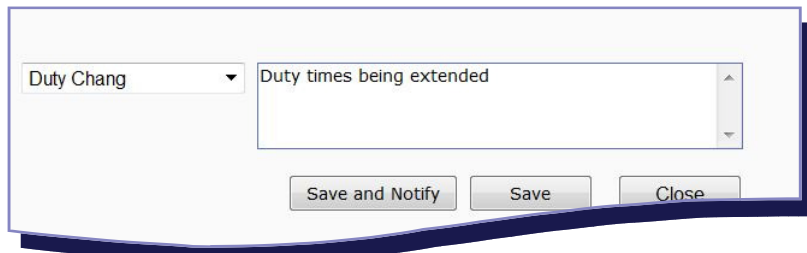
Marcus Kerr

(Managing Director)

A few of the new *Things* in PeopleHours™

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

- **Schedule Change Notification**

- When you make a change to a duty you have the option to have an e-mail or SMS notification automatically sent to the staff affected. This could be a new duty being added to an employees already published roster, a change of time or location or even the posting of holiday, sickness or late arrival events. Removing the need to make numerous telephone calls to staff who may well be sleeping after a night shift is just one advantage. Employees can also respond to these mails with their replies being delivered directly to your default mail account.

- **Bulk Roster Publish & Notification**

- The TellMe service that allows employees to view their rosters on-line has been enhanced to also allow the sending of rosters to all or a group of employees in just a couple of mouse clicks. Employees now have more options available removing the need to call in asking about duties, holiday approval etc. Clients are using this feature to replace processes' that often involved the printing and mailing out hundreds of letters as often as weekly in some cases and of course at considerable and ever increasing cost.

- **On-Line Password Reset**

- The sheer number of passwords for various systems that we are required to remember means that inevitably these will occasionally be forgotten. Within PeopleHours™ it has always been the case that e-mails needed to be sent to our support staff or your own system administrators to request passwords to be reset. Whilst such requests were usually processed within the hour this wasn't ideal. We have now given the ability for users to reset their own passwords on-line using activation links delivered to their registered e-mail address.

Cross Browser Support

When PeopleHours™ was first written Internet Explorer wasn't just the best browser, it was basically the only one. There were a couple of others here and there, but no one bar a few gamers used them. There were also the Mac owners, but no one worried about them very much either!

This situation has of course changed, there are now several competing browsers and every user has their favourite, so PeopleHours™ acknowledges this and is changing allowing it to continue to be the most advanced and flexible choice in it's field.

For this reason we have commenced the process of making PeopleHours™ compatible with the very latest coding standards and the many platform choices that users now have.

The first step will be large screen browsers such as Chrome, Safari, Firefox etc. as used on desk and laptop sized devices combined with a traditional keyboard and mouse interfaces.

This will be followed by further development to allow the use of the various tablets, MS Surface's, I-Pads and other "touchy feely" type devices.

Dedicated Android & Windows 8 apps for specific roles such as Managers, Supervisors etc. are also potential areas for further development and we would welcome your suggestions on any other ways that you would like to use our application.

Our competitors will still insist that you use a large cream coloured box humming in your office to run their applications, we however will allow you to have it your way, any device, any browser and cloud based to accessible from anywhere.

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

GalliNet Limited

New Services

Real-Time Patrol Compliance Monitoring

- In partnership with Moco Communications we developed our application to allow the receipt of real-time missed patrol events. Controllers receive real-time alerts if patrols or specific points are missed prompting them to commence a client defined escalation procedure. No longer is it the case that missed patrols are discovered when something has happened and all too late!

    - *We have further enhanced this facility to allow a great many more devices to communicate with our controllers in this way. There is little point in having real-time alerts if there is no one watching to be alerted after all.*

If you are considering purchasing or upgrading a patrol management system you may want to ask your prospective supplier if their device is capable of passing data via web services, if it can, we can monitor it for you?

Multiple Time-Zones

- PeopleHours™ is now able to operate in multiple time zones without everyone involved becoming very confused and the inevitable errors that result. Schedules can be created using many local times whilst a central monitoring station can still view and react to live events in a meaningful way.

    - *PeopleHours™ is currently being used in over 9 time zones across North America and Europe.*

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Planned Development for 2013 ~ *Just a few clues at this stage*

- **PeopleForms™** — To change and simplify the way in which we recruit staff and gather information, of course linking data gathered to PeopleHours™.

- **PeopleVet™** — To provide start to end employee vetting and screening management with a high degree of automation and applicant involvement to drive the process, of course linking to PeopleHours™.

Our Staff ~ No news is good news

- The big news when it comes to our staff is the fact that there is no news!

  - Unlike many of our rivals we enjoy a close to zero staff turnover and not just at the management level. Many of our controllers are now into their second decade with the team. The wave after that are now well over 5 years service with the company.

  - The benefits of this are enormous and numerous; experience, consistency, loyalty, an investment in the company and their future to name just a few.

  - Long service and an impeccable employment record means that our clients can trust the information they receive from our staff. Always truthful, accurate, unbiased without editorial and delivered with a sense of urgency. You can trust our controllers to tell you what you need to know about your operation, completely.

We are looking forward to a great 2013, welcoming some new customers perhaps, but most importantly continuing to serve our existing ones to the best of our ability.

If you can find the time and haven't done so pop in and see us, meet the people that say your company name when they answer the phone.

Oh yes, nearly forgot, we redesigned our web site also!

www.Gallinet.Com