

## PeopleHours™ Development News

### What we did during 2009

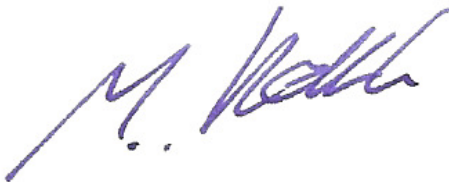
**It's been an interesting year for all businesses to say the least! It's been a productive year for the developers and staff at Gallinet.**

**In the next four pages we take the opportunity to remind users of the PeopleHours™ application and Gallinet's Monitoring services of some of the changes that were made to the application during 2009.**

Development continues to benefit from two excellent sources of ideas and feedback.

**You** — Our clients remain our best source of information for features or changes to our services and systems, never slow in coming forward and saying “can you” or “I think you should” and we thank you for that.

**Us** — Uniquely within our business sector we actually use our own software in the provision of services to our clients. We don't therefore *think* something *might* be a good or bad, we know. Our own controllers tell us in no uncertain terms after all!



Marcus Kerr  
(Managing Director)

### Changes made to the application during 2009

Changes have been made to the way that controllers, managers and supervisors can report and update incidents. They can now: -

- [View incident details for a specific duty from within schedule without having to run a report.](#)
- [Managers can add comments to and update incidents creating a truly start-to-end record for all operational matters.](#)

We have made a number of changes relating to both the detail that the system is able to record and the way in which users navigate through the system and get help when they need it. Examples are: -

- [Additional data fields to include employee nationality, employee e-mail, additional telephone fields for next of kin, and more.](#)
- [An HTML aware and active text box in which users can detail URL's that point to company off site file records or FTP locations for both employees and locations has been added.](#)
- [Context sensitive help and additional tips for system users have been applied.](#)

Improvements have been made to controlling system users and past duty records can be locked.

- Clients now have the ability to place additional restrictions on their system users, restricting access by time, day, IP address and set account expiry dates.
- You can lock duties against change after a date, set age or after pay runs for example.
- Review dates for escalation details and assignment instructions can be set with the most recent review or change being recorded also.



We have applied a fast search feature within the Control Room monitoring screen.

- Duty controllers can now perform fast heuristic searches across all data, current or historical as may be held within PeopleHours™.
- All controllers have occasionally struggled when receiving a call from a member of the public telephoning in the dark hours to report a sounding alarm on “*that site at Hanger Cross*”. Fast and heuristic search results will present controllers with a short list of potential targets to aid in their successfully identifying the property in question.

We have developed a fully automated SIA license checking service within the main PeopleHours™ application.

- The PeopleHours™ application now boasts a totally unique and fully transparent connection to the SIA database.
- Employees on the database are now automatically checked when loaded onto the system for SIA licence validity and scope.
- A weekly check of all employees license details is performed to ensure that no officers SIA license has been revoked. Designated users of the system can receive weekly check results via e-mail.
- The procedure is completely set and forget removing all concerns about staff inadvertently omitting any individual (or all..!) employees from current time consuming check via the SIA’s web site interface or bulk checking service. If the employee exists on the schedule, his or her license is checked, without exception.



We redesigned and optimised the core programme code to exploit the very latest Microsoft server technology.

- Gallinet developers revisited every line of code within PeopleHours™ searching for potential security and performance improvements across the board.
- The code was then subjected to independent scrutiny and testing by Microsoft to ensure that it was both stable and fit for deployment.

01384-237 333 or e-mail [marcus.kerr@gallinet.com](mailto:marcus.kerr@gallinet.com) to discuss

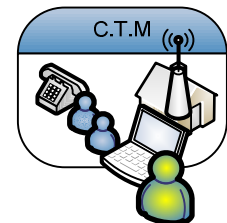
## Multi-DB “Development Completed”

“Which is what, exactly..?” Multi-DB brings benefits to all Gallinet customers.

**Monitored clients**—Those clients that benefit from Gallinet’s full outsourced control room monitoring services can now have their own installation of PeopleHours™ providing them with full control and ownership of all administration functions.

They can.

- Create new user accounts for staff or clients and control who can see what and when.
- Manage all pay and billing functions within the system.
- Use CallTaker Messaging (CTM) services to allow officers to record events, request supervisor visits or equipment via any touch-tone telephone.



**Software Only** —Those clients that operate their own internal control room monitoring services can activate Gallinet's outsourced services on-demand in the event of any loss of their own facility or staff shortages within their control room.

They can.

- Activate instant disaster recovery handing monitoring to outsourced providers for anything from a major flood to simple staff sickness or planned leave.
- Clients can select anything from individual assignments or their entire portfolio to be monitored by Gallinet with a click of a mouse, for a single duty or an extended period.

2010 will bring more and bigger benefits

“watch this space”

