

A measure of success

David Arber provides an overview of the success of Redkite Systems, which began in the aviation sector and is now spreading to fire and rescue services



“The art of good software design is simplicity. Redkite Systems has managed to deliver highly complex requirements in very simple, user friendly web based solutions”

In the airport rescue and firefighting services, where we have the majority of commercial airports on our books, our success was recently succinctly illustrated at a meeting of the Redkite Airport User Group at Moreton-in-Marsh. A Senior Airport Fire Officer pointed out that Redkite had become synonymous with CAP 699 and Equipment Management Systems in the same way that Kodak and Hoover have become synonymous with cameras and vacuum cleaners respectively.

From on-going conversations it is clear that many of our clients believe that this success has been achieved because we have taken time to communicate with, and listen to, key stakeholders in the industry and this has led to the development of systems which have managed to deliver highly complex requirements in very simple, user friendly solutions.

Our success in the ARFFS sector is now spreading to local authority fire and rescue services where we have secured on-going contracts with 13 local authorities with a further three currently undertaking evaluations. Despite claims from competitors, this probably makes Redkite Systems the leading supplier of systems of this type to this sector within England. We believe this is because our systems are uniquely effective, having been designed to reflect the culture and environment in which they are used.

Our policy has always been the same: to work closely with our customers to ensure that we understand their current and future needs so that together we can help manage the challenging and progressive changes they face and much of this communication takes place through our user groups.



South Yorkshire FRS

Sheila Hardie, Workforce Development, South Yorkshire Fire and Rescue Service, says: “We have now been using the Redkite PDS system for five years and the user groups are an enormous help to everyone especially new users. They are an informative forum through which users can compare the varying ways in which the system can be used. They also serve to identify additions and enhancements to the system through which all can benefit.”

Sheila goes on to say: “The Redkite system can be customised to meet the needs of the organisation at no additional cost and is constantly evolving. The support we receive from Redkite Systems is always of the highest standard. We are happy with the system; it does what we want it to do.”

Northumberland FRS

John Arnold, Deputy Head of Learning and Development, Northumberland FRS and Chair of the Local Authority Redkite PDS User Group says: “We purchased the Redkite PDS in 2003 following an examination of a number of suppliers and systems against a detailed specification. The Redkite PDS was identified as meeting the requirement which would allow central reporting and monitoring of development activities and staff competence as well as records of all training courses and attendees to build a full portfolio of each individual’s competence and training inputs.

“Initially, Redkite supplied the system on our own server operating on our WAN. In 2006 Redkite Systems introduced a web based version with free hosting on their secure hosted server and, as a result, our current system is available via the internet; a potential boon for managers and RDS staff as it allows system access from any internet connected PC.

“An Excel export module has recently been released, which NFRS are intending to utilise to further develop our performance management. It is intended to use this facility to generate reports showing indicators such as percentages of staff requiring re-assessment, with identified training needs, or set as competent. In addition we intend to report on the time spent on training courses and development activities and to examine this against other KPIs to determine where to best allocate our resources to improve performance.

“We have also purchased the Question Master, in



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experience with the local authority fire sector and with CAP 699 across the UK airports has been invaluable in allowing IAEL to attain a system that compliments our safety management and competence management philosophy. The Redkite PDS and EMS systems are powerful tools in ensuring maintenance of competence for personnel and management of equipment and are therefore key tools in the continual development of our company-wide safety management."

Despite these endorsements Redkite Systems is not resting on its laurels and is currently proactively extending its product range through collaborative development with key stake holders.

which assessments covering the full firefighter NOS knowledge and understanding requirements are being designed in collaboration with other local authority FRS Redkite systems users. The system will enable us to record the knowledge and understanding attained and identifies knowledge development needs for all our staff. An often overlooked, yet critical part, of the NOS is that staff must know and understand as well as demonstrate practical skills. Redkite's Question Master will enable NFRS to ensure this is both assessed and recorded.

"Redkite Systems are a professional and customer focussed company, who have delivered all the support and software updates that we have requested, with no additional cost. Our suggestions for system changes and upgrades are also invited at the biannual user group, supported by Redkite, but run by the FRS."

Northamptonshire FRS

Peter Meredith, Information and Communications Systems Manager, Northamptonshire FRS, says: "We have been users of Redkite Systems products for a number of years. The SQL database systems in operation within the service, the Equipment Management System incorporating the EMS Mobile software and the Personnel Development System, were selected after evaluation and comparison against all other products currently in use and available to the UK Fire Service. In all cases, the evaluation working groups recommended the use of Redkite Systems products, after determining that the systems provided by them best met the criteria for easy to use intuitive processing, while also delivering in the background a modern and robust database solution, capable of flexibility and customisation.

"We have been extremely pleased with the results achieved through the use of Redkite Systems products, as this has enabled Northamptonshire Fire and Rescue to deliver modern methods of working to the organisation that not only provides better, more timely, management information, but also provides station based personnel with the tools to take ownership of the assets they are responsible for, and to have a view and ability to manage their own personnel development programmes.

"Redkite Systems are a key strategic partner of Northamptonshire Fire and Rescue Service as we continue to develop our information strategy that requires of us to not only maintain large volumes of diverse data but also to demonstrate that we are achieving efficiencies of operation and capability. We are very happy that we have David Arber and his team at Redkite Systems on board to assist us in meeting the future challenges within the UK Fire Service."

Airports Europe

Fiona Longford, Group Operations Compliance Coordinator, Infratil Airports Europe Ltd (IAEL) says: "IAEL and Redkite Systems have been working together on the development of new airport wide versions of the Redkite PDS and EMS systems. Redkite Systems'

Current Products

Redkite Tracker – ideal for IPDS and CAP 699 – records all training and workplace activities and assessments undertaken by your workforce providing a life-long record of achievement with a comprehensive audit trail showing what competence is held by staff in relation to their role.

Redkite Question Master – this fully integrated multiple choice assessment module can provide evidence of knowledge on any subject matter. Assessments can be directly mapped to personal development records and role requirements. Linked to Microsoft PowerPoint or similar it turns a flat presentation into a dynamic learning and assessment tool.

Redkite Asset Tracker – provides total asset control. The asset register holds a wealth of detail on each item of equipment. The diarised scheduler shows all tests and inspections due to be carried out ensuring that nothing is overlooked. A comprehensive history of all tests and inspections undertaken provide a robust audit trail. Comprehensive management reports are available from a standard pull down menu.

Redkite EMS Mobile – integrates with Asset Tracker to provide a robust, versatile mobile asset management solution. It can be supplied with barcode and RFID options and allows inventory and equipment checks, tests and inspections to be undertaken whilst on the move.

Modules planned for delivery in 2009 include a Quality Assurance system, an Emergency Planning system and a Course Booking system all of which will compliment our existing range of products.

The Course Booking module will allow training administrators to create an electronic prospectus of training courses onto which staff can be auto-nominated for refresher training from records held in Redkite Tracker (PDS) or manually nominated by line management. Fully featured course management functions will allow training administrators to manage waiting lists, match nominees and delegates to suitable courses and allow confirmation of room bookings and resource requirements as well as allocate trainers and identify any catering facilities required.

All Redkite Systems products are available as hosted solutions on the Redkite secure hosted server or can be supplied to run on your own web server. There is no additional cost for our hosting service.

Redkite Systems is an approved government supplier and our products can be found on GCAT and can be purchased through Computacenter.

Quality is paramount at Redkite Systems and we are certificated to ISO 9000: 2001.

For further information and a full customer contact list contact David Arber at Redkite Systems Ltd on tel: 01926 814846; or email: david@redkitesystems.com; or visit: www.redkitesystems.com