

Safety & Security Issues Destroy Brands

Guests and staff have an expectation for their safety and assume that all measures are being taken to keep them safe. A safety or security issue can destroy your brand and everything you have done to establish it. Not only can the story go viral, if it does it will negatively impact your star rating and in doing so your average daily rate and occupancy.



Today, simply having a patrol team working off a document outlining the emergency action plan, or security cameras is not enough.

We Need a Proactive approach to Safety and Security:

- To automate step by step plans of action covering day to day responsibilities and emergency planning.
- To monitor the status of plans in real-time.
- To track and notify management as incidents arise to improve response time.
- To protect ourselves and prove what actions were taken, when and by whom, should an issue arise.

It's a Different World

229%

Increase in safety and security incidents reported to the [US Dept. of Transportation](#) for cruise lines disembarking from the US between 2015 and 2016.

Zendelity Command Center

Improve communications, safety, security and operational efficiency, by delivering a superior guest experience.

A modular solution built on a single management platform that can evolve with your priorities.



Messenger

Automates the communication of everything from wake-up calls (scheduled and missed), staff reminders, event or staff communications, the promotion of available services, equipment issues, or fire alarms, etc.



Patrol

Create, monitor and report on detailed work plans across all aspects of security from routes, to after hours, shut down procedures, emergency action plans, equipment quality checks, special events, etc.

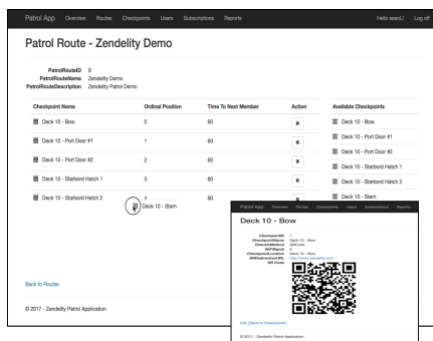
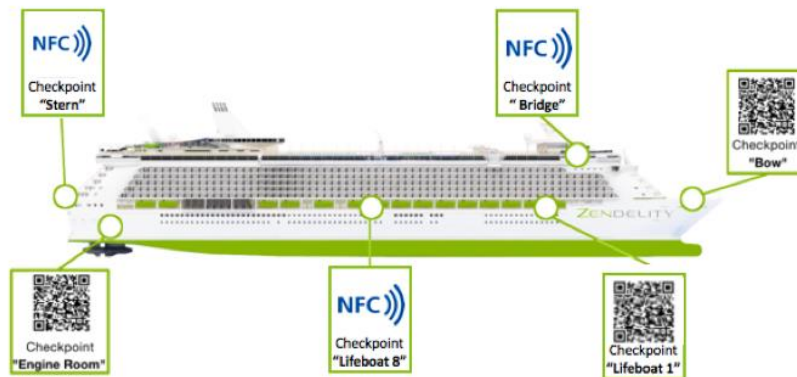
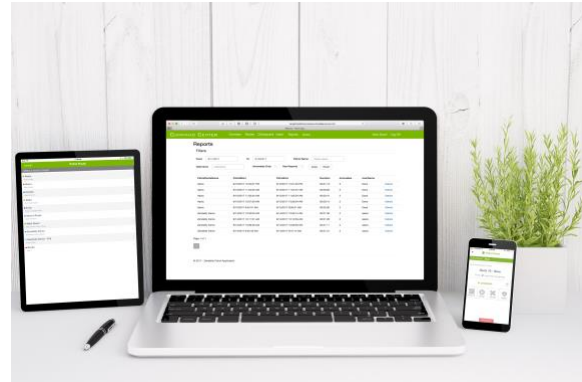
Operations Hub

Coming in 2018, Operations Hub will extend the powers of Messenger and Patrol into the day to day operational teams. Enabling the assignment, communication and monitoring of operational tasks to ensure team perform as cohesive unit delivering consistent and efficient performance day-to-day. Interested in becoming a trial customer, contact us at info@zendelity.com.



Patrol

Enables the creation and management of security plans, covering day to day responsibilities and emergency action planning. All activities are tracked and managed in real-time for improved response time and reduced incidents.



Create and Assign Tasks/Routes

On the Fly
In Advance

Creation of routes made simple:

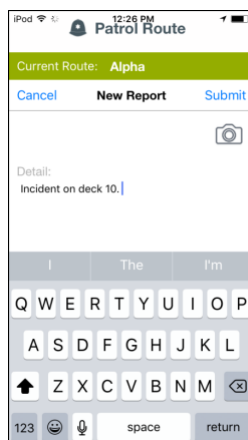
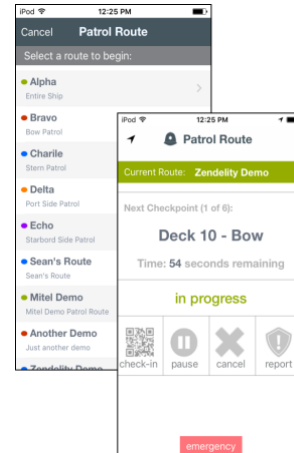
- Eliminate the requirement for expensive hardware at checkpoints, create & install checkpoints with QR Codes, or NFC.
- Define routes based on business rules.
- Drag and drop checkpoints.
- Edit as required.

iOS Mobile Application

Check In
Monitor Status
Identify Incidents

Initiate patrol routes on a per user level:

1. Login
2. Select Route.
3. Follow checkpoint guidance.
4. Check-in by simply scanning QR code at applicable checkpoint.
5. Report incidents, or declare emergency as required.
6. Complete route.



Incident Management

Identify, Document, Report

Document incidents in real-time:

1. Pause route
2. Open a New Report.
3. Add incident details:
 - o Description
 - o Photo or video
4. Submit and Notify Management
 - o Archive for future reference
5. Return to route

Real-Time Monitoring

Active Tasks and Patrol Routes
Monitor routes currently in progress from the web based dashboard:

- Start time
- Current status & Percent complete
- User

The image shows a screenshot of a web-based dashboard titled 'Overview'. It displays a table of active tasks and patrol routes. The table has columns for 'Patrol Name', 'Start Time', 'Current Checkpoint', 'Percent Complete', 'User Name', and 'Action'. One row is highlighted in yellow, indicating an active task.

Patrol Name	Start Time	Current Checkpoint	Percent Complete	User Name	Action
Patrol Name	11:25:17 AM	Deck 10 - Port Star #1	100%	Admin	Stop
Patrol Name	11:25:17 AM	Deck 10 - Bow	0%	Admin	Start

Alerts

Receive Automated Notifications

- Based on flexible parameters:
 - Emergency
 - Overdue
 - Paused
 - Resumed
 - Cancelled
 - Complete
- With flexible delivery methods:
 - Email
 - SMS
 - Phone (DECT)
- Automatically develop best practices based on average execution time.
- Include & captures photos from the field.

ZENDELITY COMMAND CENTER PATROL

Patrol Notification
Patrol Cancelled
Patrol: 'Zendelity Demo' has stopped with 1 report(s).

Patrol Details

Patrol User:	seanL
Patrol Start:	9/14/2017 10:32:03 AM
Patrol End:	9/14/2017 10:33:12 AM
Patrol Duration:	1 Minute, 9 Seconds
Patrol Active Time:	1 Minute, 9 Seconds
Patrol Paused Time:	--:--

Patrol Events

Event Time	Event Type	Details
• 9/14/2017 10:32:03 AM	Started	-
• 9/14/2017 10:33:04 AM	Overdue	Report #1 (Below)
• 9/14/2017 10:33:12 AM	Stopped	-

Patrol Reports

Report #1 - Patrol Overdue

Report Time	Severity	Attachment
9/14/2017 10:33:04 AM	Warning	

Report Detail
A Patrol is now considered overdue for check-in.

Historical Reporting

Identify Trends, Ensure Compliance

View detailed route reports:

- Start/End
- Duration
- Checkpoints
- User
- Route status
- Individual checkpoints

Filter reports:

- Date
- Route
- User
- Anomalies

Reports

Filters
From: 1/1/2017 To: 1/1/2017 Patrol Name: [empty]
Username: [empty] Anomalies Only: [checked] New Reports: [empty] Apply [empty] Reset [empty]

PatrolID/Name	PatrolID	PatrolID	Duration	Anomalies	Username	
Zendelity Demo	1/1/2017 8:27:03 AM	1/1/2017 8:42:01 AM	00:04:58	4	seanL	Details
Alpha	1/1/2017 7:58:03 PM	1/1/2017 7:58:58 PM	00:00:55	2	None	Details
Alpha	1/1/2017 7:52:16 PM	1/1/2017 7:52:23 PM	00:01:08	2	None	Details
Alpha	1/1/2017 7:52:45 PM	1/1/2017 7:52:58 PM	00:00:13	2	Dave	Details
Delta	1/1/2017 6:42:42 PM	1/1/2017 6:44:25 PM	00:01:43	2	seanL	Details
Charlie	1/1/2017 6:27:32 PM	1/1/2017 6:38:21 PM	00:08:49	2	None	Details
Alpha	1/1/2017 6:48:24 PM	1/1/2017 6:48:50 PM	00:00:26	1	seanL	Details
Mike Demo	1/1/2017 1:48:32 PM	1/1/2017 1:48:41 PM	00:00:09	1	seanL	Details
Another Demo	1/1/2017 6:48:02 PM	1/1/2017 1:48:42 PM	04:00:40	1	seanL	Details
Another Demo	1/1/2017 1:54:18 PM	1/1/2017 1:42:27 PM	00:00:11	1	Dave	Details

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Zendelity Command Center is currently a premise based solution, with a cloud option scheduled for availability in 2018. It includes PMS integration to ensure a frictionless guest experience, can be virtualized to reduce the cost and complexity of implementation and integrates with legacy applications to maximize investment protection.