COMMAND | CLOUD®

AN INTRODUCTION

GUARDIAN RFID
WARRIOR TECHNOLOGY

OVERVIEW

Over 60% of correctional officers believe their correctional facility has technology that is unreliable, too difficult to use, or incapable of providing useful information. To empower the modern correctional officer to be their best across every dimension requires a completely fresh way of thinking.

Command Cloud is the world's first officer experience platform (OXP) of integrated applications and services that connects your team and systems to drive collaboration, AI-powered insights, and learning in the flow of work.

Command Cloud combines certain product categories, such as inmate tracking, video management systems, and jail management systems, and infuses it with AI-powered insights and capabilities, from pattern recognition technologies to computer vision to deliver a common operating picture (COP).

Here are a few unique capabilities in Command Cloud.

MINUTES TO MISSION

Command Cloud has the industry's first patented real-time compliance monitor tracking, featuring audible and color-coded alerts on mobile and Web-based applications (Mobile Command XR and Mission Command, respectively) both immediately before a check is due, as well as immediately after the check is late. Compliance Monitor helps remind staff when checks are due from any device to ensure staff make their rounds according to agency policy, ultimately reducing liability.

[1]U.S. Patent No. 11,574,317

ONE TEAM.
ONE MISSION.

Mobile Command XR features robust, digital evidence gathering, including capturing multiple videos and photos at the point of responsibility, linked to inmate(s) by name and location, which is securely stored and searchable by user privilege in the Mission Command video dashboard. Command Cloud's digital evidence assists in investigations, mental health reviews, and other forms of monitoring with unlimited data storage.

Most corrections officers conduct rounds at 15, 30, or 60 minute intervals, despite policies and standards requiring staggered, irregular checks. Mobile Command XR has a patented feature that uses machine learning to identify an officer's pattern of behavior, and quantify how predictable or irregular their observation check performance is. This feature, called Staggering Score, uses predictive and prescriptive analytics to notify officers when their routines become predictable, and when to perform rounds next to improve their Staggering Score.

Schedule and assign one-time and recurring tasks assigned to staff, linked to inmates, or linked to specific locations.

Mobile Command XR enables staff to quickly and easily document an inmate's early return from an activity, including with digital evidence capture to justify the early return. This is especially useful when tracking activities that require a minimum number of hours for a specific time period.

Always ensure the proper meal is provided based on dietary, medical, religious, or disciplinary purposes. Meal distribution documentation includes support for digital evidence (video and images) at the time of delivery or following consumption, including justifications for inmate refusal and meal quality (e.g. food temperature).

Command Cloud works offline in the event of power and Internet outages. Mobile Command XR's Compliance Monitor will continue to function and staff can continue logging checks in the event of an outage. All data will sync to the Cloud when power or Internet is restored based on the time-stamps of logged activities.

INNOVATION THROUGH INTEGRATION

Command Cloud enables robust, secure integration with third party systems. The integration layer of Command Cloud uses REST APIs to integrate with your JMS, video management system, heart monitoring systems, and more. Gaston County, North Carolina, and Orange County, California, built secure, real-time Command Cloud integrations with their jail management system in hours at no cost. Command Cloud REST APIs support both one-way and two-way integrations.

ONE TEAM.
ONE MISSION.

To streamline user access and maximize your security posture, Command Cloud supports integration with Microsoft Entra ID.

Command Cloud supports the use of assignable values to barcodes printed on a wristband or ID card, usable from mobile and web applications to allow for interoperability with other facility systems such as commissary and electronic medical records.

ENTERPRISE SECURITY, CONFIGURABILITY AND PROCESS AUTOMATION

Command Cloud is SOC 2 Type 2 Compliant, AWS Validated and AWS Differentiated, and can run on AWS GovCloud and AWS Commercial environments.

Command Cloud uses advanced encryption for data at rest and in transit.

Command Cloud enables system administrators to create configurable user groups and user-defined privileges within groups.

System administrators can create an unlimited number of touchscreen incident codes (WordBlocks™) that can be programmed to require staff to capture videos, images, or an inmate's signature when used, such as when contraband is found, an inmate is injured, any inmate refusals, aggressive behaviors are observed, etc.

COLLABORATIVE, REAL-TIME INSIGHTS

Officers can configure their view to the post assigned for real-time situational awareness related to their area of responsibility.

Command Cloud features real-time inmate tracking dashboards who are no longer in their cell (due to being in medical, court, or another location), supplies issued, special statuses, tasks assigned to staff, etc. This common operating picture delivers global visibility to all staff, including supervisors, an awareness of what is occurring in real-time to drive safety and security.

▰ Max Out of Cell time alerts staff whenever an inmate exceeds the maximum allotted time in a specific location that was predetermined and is configurable by agency administrative staff, giving staff the ability to monitor how long an inmate has been at specific out of cell locations, and ensures that alerts are provided if inmates exceed time allowed at certain locations.

▰ Powerful keep separate capabilities include mobile notifications whenever two or more inmates may converge in the same location. Keep separate tracking gives staff an awareness of which inmates are being moved out of their housing unit or out of cell location without having to go back and check this information in the computer.

DATA-DRIVEN DECISION MAKING TO IMPROVE OUTCOMES

▰ Command Cloud's visual analytics application, Operational Intelligence, helps your team build an informed data culture around your care, custody, and control mission-set. Toggle between team standards and state standards, identify trends and operational strengths and weaknesses across an array of business intelligence dashboards to achieve optimal, sustained outcomes.

▰ Run Cloud native reports and Operational Intelligence (OI) dashboards that aggregate officer key performance indicators (KPIs) to quickly and easily identify individual performance measures across a number of compliance areas. These insights give supervisors the opportunity to proactively coach and work with these staff to improve their individual performance, increasing accountability and reducing liability.

▰ Command Cloud visualizes individual officer statistics during their work day, including number of completed checks, number of late and missed rounds, and recommended randomization times to improve the performance of staggered, irregular rounds (Staggering Score).

▰ Supervisors can monitor all late checks and officer justifications and add their own comments for each late check. By creating a single point of record for all late checks, officer justifications, and supervisor comments which will help during jail inspections and late check reviews.

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