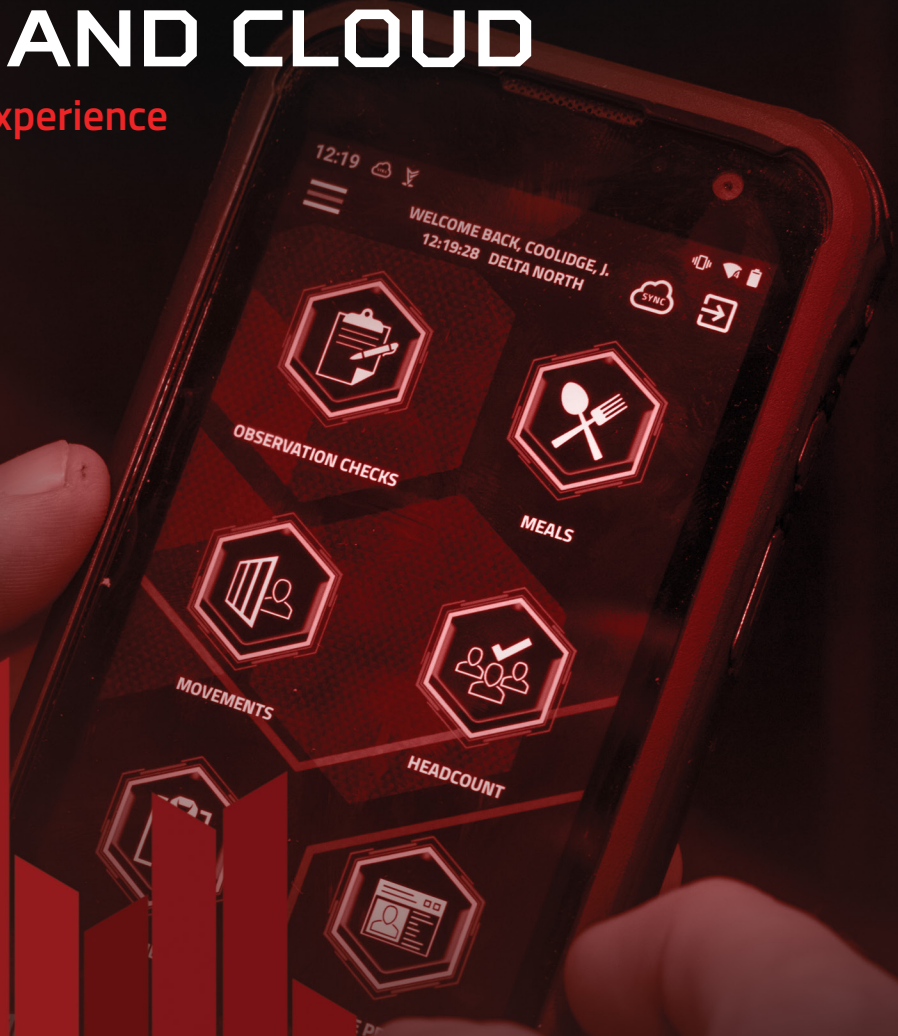


THE ULTIMATE GUIDE TO COMMAND CLOUD

Improving the officer experience



GUARDIAN RFID
WARRIOR TECHNOLOGY

FOREWORD

Correctional facilities are facing unprecedented challenges, including increased staff turnover, rising inmate populations, and mounting pressure to improve compliance and safety. Traditional technologies have reached their limits, and correctional officers now expect tools that match the sophistication of their daily lives.

Command Cloud represents a new era in corrections technology—a cloud-native, AI-driven officer experience platform (OXP) designed to enhance safety, streamline operations, and boost officer performance. Unlike legacy jail management systems, which focus mainly on administrative tasks and data entry, Command Cloud provides real-time data integration, advanced analytics, and seamless interoperability across an agency's IT ecosystem.

Key features of Command Cloud include:

- **Unified Platform:** Integrates native and third-party applications, allowing teams to coordinate, automate, and visualize operations from a single hub.
- **Mobile Command XR:** The industry's leading mobile inmate tracking system, supporting efficient and accurate facility management from anywhere.
- **Operational Intelligence:** Delivers actionable analytics for compliance, performance, and operational improvement.
- **Real-Time Compliance Monitoring:** Patented tools that alert staff to timely checks, maximizing safety and audit readiness.
- **Integrated computer vision to maximize vigilance:** Patented facial recognition capabilities to identify and track movements and activities.
- **Enhanced Evidence Gathering:** Securely captures and stores digital media for investigations and legal reviews.
- **Seamless Integration:** REST APIs enable rapid connection with jail management systems, inmate health monitoring, video management systems, and other mission-critical systems.
- **Enterprise Security:** Deployed on AWS, Command Cloud meets rigorous SOC 2 Type 2 and CJIS standards, supporting both GovCloud and Commercial environments.

As facilities seek to balance security, operational efficiency, and the rights of those in custody, platforms offering robust analytics and flexible integration may become increasingly integral to the industry's future landscape.

We believe OXPs like Command Cloud are revolutionizing the way modern correctional officer works, just as records management systems and CAD systems changed policing.

This is effectively what the officer experience platform (OXP) product category is all about: modernizing the correctional officer to optimize the way they work while achieving stronger outcomes across your spectrum of inmate management needs.



TABLE OF CONTENTS

Introduction.....	3
History.....	4
What is Command Cloud?.....	4
What's an Officer Experience Platform?.....	5
Why Should My Agency Use an Officer Experience Platform?	5
What are the Main Applications and Services of Command Cloud Today?.....	6
What Use Cases Does Command Cloud Support?.....	7
How Does Command Cloud Help My Team?.....	8
Enterprise Security and Configurability?.....	10
How is Command Cloud Different Than Jail Management Systems?.....	11
What are the Editions of Command Cloud?.....	13
How is Command Cloud Priced?.....	13
Conclusion.....	14

INTRODUCTION

In 2005, GUARDIAN RFID began with a simple vision of using mobile devices and RFID tags to revolutionize the way correctional officers collected and shared data vital to their compliance and defensibility. Two years later, we began storing this data in the Cloud –the same year Netflix started its streaming platform. This combination of technologies forever digitized the correctional officer and ushered in the inmate tracking revolution.

Fast forward twenty years.

Today, GUARDIAN RFID sees a whole new set of challenges and opportunities to modernize correctional officers again with Command Cloud, the officer experience platform (OXP). But today's challenges are decidedly different than they were in 2005.

Correctional officers are struggling physically, mentally, and emotionally. Inmate populations have returned to their pre-pandemic highs. At the same time, law enforcement resignations have increased 18% and retirements have increased 45%. Recruitment and retention struggles only exasperate these issues. The longstanding physical risks of corrections are as true today as they were fifteen years ago. And 60% of correctional officers blame staffing levels, policies, and poor technology as main drivers of their stress.

Despite all the technology available to correctional officers today, corrections remains a highly dangerous and complex environment. Corrections has one of the highest rates of non-fatal, work-related injuries in the United States. Today's correctional officers have technology in their living rooms that's twice as good as what's in most control rooms. They're tech savvy and expect relative efficiency. But tight budgets – or an unwillingness to invest in modernizing their teams – force newly minted correctional officers to use old tech, low tech, or bad tech.

So what's Command Cloud and how does it help your team in the face of today's modern challenges? Command Cloud is all about improving the officer experience to empower the frontline to maximize safety and security. The officer experience platform (OXP) represents a technological paradigm shift. OXP isn't just a technology or a business challenge. It's a strategy that requires your processes, enterprise systems and applications, and organizational goals to be fully aligned within a living, breathing, agile framework.

We believe OXPs like Command Cloud are revolutionizing the way modern correctional officer works, just as records management systems and CAD systems changed policing.



HISTORY

Corrections has seen three major technology generational phases over the last 30 years. The first began with jail and offender management systems that enabled agencies to part ways with analog systems. This was the first major modernization effort to perform inmate management. Early systems revolved around mainframe computers for enterprise or large agencies and AS/400 computers for small to medium-sized agencies in the 1980s and early 90s. The earliest jail management systems function almost identically today. They capture and store custody data, housing assignments, charges, court appearances, property, etc.

In the late 1990s and early 2000s, guard tour systems proliferated the industry. These types of systems captured security rounds to ensure proof of presence, using a wide range of technology from iButtons to barcodes, and often operated disconnected from jail management systems. But the challenge with guard tour systems is that they principally captured “location-based data.” It verified officer presence but was (and often remains) unable to capture inmate-specific log entries.



The third generational phase took place in the mid 2000s with GUARDIAN RFID introducing the concept of mobile inmate tracking, using RFID tags, ruggedized mobile devices, and Cloud computing – all while integrating with an agency’s jail or offender management system. Active RFID systems, as well as Bluetooth Low Energy (BLE) technology systems, known as real-time location systems (RTLS) were also introduced – and remain extremely niche due to cost, complexity, and unproven return on investment.

Over the next decade, correctional officers will achieve a level of constant vigilance and awareness that will be unprecedented. This fourth generational phase is built around an AI-First, Cloud-first world.

This next evolutionary phase will also see faster, more pervasive integration with systems that don’t normally work together to create a common operating picture for staff at every level. This will enable correctional officers to gain a complete view of challenges that can threaten inmate and staff safety and security, compliance, and accreditation.

WHAT IS COMMAND CLOUD?

Think of Command Cloud as a unified hub where your teams, tools, and data come together, working in sync to coordinate knowledge and awareness, automate processes, visualize insights in real-time, and help you anticipate challenges and risks before they materialize.

Command Cloud is a revolutionary concept in a new product category called officer experience platform (OXP). There are three basic layers to Command Cloud: native applications, integrated applications, and an integration layer that creates a large, connected ecosystem.

The tools you use can be anything from the native applications of Command Cloud, such as mobile inmate tracking capabilities powered by Mobile Command XR, to business intelligence that supports interactive, diagnostic analytics in Operational Intelligence, to integrations with your video management system, inmate health monitoring system, and more.

The integration layer of Command Cloud is powered by a REST API called WolfPack. *(Read more about WolfPack on Page 46 in our article about Command Cloud integration in the July/August 2025 Edition of Shift Briefing magazine.)*

Command Cloud is intended to deliver stronger safety and security outcomes through a fusion of data from systems that don’t normally work together, while aligning your processes, enterprise systems and applications, and key objectives, to deliver a common operating picture (COP) for every member of your team.

This is effectively what the officer experience platform (OXP) product category is all about: modernizing the correctional officer to optimize the way they work while achieving stronger outcomes across your spectrum of inmate management needs.



COMMAND | CLOUD®



WHAT'S AN OFFICER EXPERIENCE PLATFORM?

An officer experience platform supports teams at every level – from line staff to administration – driving collaboration, insights, focus, and technical advantage. Officer experience boosts productivity and morale by reducing or eliminating inefficiency, maximizing outcomes, and improving safety. Officer experience platforms visualize team performance standards, identify opportunities for improvement, and pinpoint threats to security, compliance, and liability, in a single pane of glass or common operating picture.

WHY SHOULD MY AGENCY USE AN OFFICER EXPERIENCE PLATFORM?

Jails, prisons, and juvenile detention facilities of every size should use an officer experience platform to increase productivity, reduce inefficiency, and drive stronger, sustainable results or outcomes across your compliance and accreditation initiatives.

Whether you're a veteran of corrections, or a newly minted correctional officer, you're seeing how organizational culture plays a huge role in how you execute your mission-set, and its ability to enhance or detract from staff morale.

The benefits of using an officer experience platform are impressive:

- Many jails, such as the Hernando Co. Detention Center (Florida), Greene Co. Adult Detention Center (Arkansas), Fort Bend Co. Jail (Texas), Rockwall Co. Jail (Texas), and the Gaston Co. Jail (North Carolina) have achieved (and sustained) 98% or higher rounds compliance for 25 months consecutively.
- DeSoto Co. Adult Detention Center (Mississippi) has saved \$11,406 annually by preventing inmate meal theft.
- Jails across the U.S. save an average of 1,869 total labor hours in automating observation check data, equating to over \$48,594 of labor savings, per year, that can be redirected to other tasks or capabilities, from certification to continuing education, to more time spent in housing units to maximize security.
- Jails and prisons save an average of 2,102 total labor hours saved each year in automating formal and informal headcounts, equating to \$54,652 of labor savings, per year.

98%+
ROUNDS COMPLIANCE

\$11,406
SAVED ANNUALLY

1,869
LABOR HOURS SAVED EQUALS
\$48,594
SAVED ANNUALLY

2,102
LABOR HOURS SAVED EQUALS
\$54,652
SAVED ANNUALLY

WHAT ARE THE MAIN APPLICATIONS AND SERVICES OF COMMAND CLOUD TODAY?

Command Cloud has five native, fully integrated applications: Mobile Command XR, Mission Command, Operational Intelligence, VisionOps, and Med Manager. Command Cloud also has a learning management service, Academy Unlimited. The integration layer of Command Cloud is a REST API known as WolfPack.



The world's most widely used and trusted mobile inmate tracking system. Modern tools and capabilities that enable every correctional officer to run their facility from anywhere.



Secure, native Cloud platform that delivers a common operating picture and AI-powered insights across every dimension of inmate management.



Visual analytics to identify, diagnose, and precisely manage operational areas of strength and weakness.



A computer vision inmate tracking system that uses facial recognition to identify and track inmate movements and activity logging.

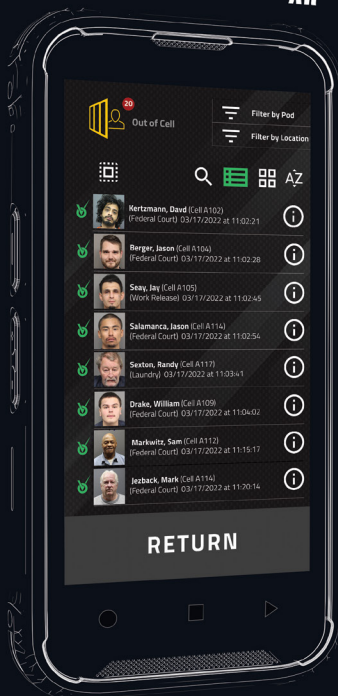


Create, manage, and administer all prescription and over-the-counter medications at the point of responsibility.



The digital learning platform that helps officers become better officers.

MOBILE COMMAND XR™



MISSION COMMAND™



WHAT USE CASES DOES COMMAND CLOUD SUPPORT?

From precision coordination of administrative segregation workflows to AI-powered security round automation, inmate tracking, and more, Command Cloud builds on the nearly 20 years of GUARDIAN RFID experience to help officers become better officers.

Real-Time Compliance

Command Cloud introduces the industry's first patented real-time compliance monitor, providing audible and color-coded alerts to ensure timely observation checks performed at staggered, irregular intervals. This innovative monitoring system reminds staff when checks are due, reducing liability and helping agencies uphold policy standards, as well as documenting late checks.

Enhanced Evidence Gathering

Mobile Command XR offers robust digital evidence gathering capabilities, allowing staff to capture multiple videos and photos at key points of responsibility. These media files are securely stored and searchable, assisting investigations, mental health reviews, and various monitoring needs—while providing unlimited storage space for your digital device.

Improved Observation Performance

With staggering irregular check intervals often required in corrections policies, Mobile Command XR uses AI to analyze officer behavior patterns. Its patented "Staggering Score" feature uses a purpose-built, supervised machine learning model to help officers adjust their routines for better observation performance.

Streamlined Task Management

Command Cloud enables corrections staff to efficiently schedule and assign one-time or recurring tasks. These tasks can be linked to inmates, specific locations, or broader operational objectives, improving coordination and accountability throughout the facility.

Support for Early Activity Returns and Meal Documentation

Mobile Command XR simplifies documentation for inmates' early returns from activities, complete with digital evidence for justification. It also ensures proper meal distribution based on dietary, medical, religious, or disciplinary needs, with evidence support for refusals and food quality.

Offline Functionality and Resilience

In the event of power or Internet outages, Command Cloud continues to function seamlessly, allowing staff to log checks offline. Once connectivity is restored, all activities sync to the Cloud with precise timestamps, ensuring no data is lost.





HOW DOES COMMAND CLOUD HELP MY TEAM?

Data-Driven Decision Making to Improve Outcomes While Driving Collaborative, Real-time Insights

Command Cloud is setting a new benchmark in corrections management, empowering staff and improving efficiency while reducing risks and enhancing compliance. Real-time dashboards that display inmates 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., are useful, the ability to break down and analyze structured and unstructured out of cell time to help differentiate between the two ensures standards that focus on an inmate's out for hour time are continuously met.

For example, agencies that are under federal consent decrees require more granular reporting on an inmate's time spent outside of their cell than just simply knowing where they are or how many times they've been offered access to a certain program or resource.

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.

A similar feature is the ability to keep inmates separate via 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.

From a reporting standpoint, diagnostic analytics to help 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. Cloud native reports 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.

You can also visualize individual officer statistics during their workday, 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, you can optimize preparation for jail inspections.

Minutes to Mission

Command Cloud integrates with a wide range of third-party systems where time is of the essence – and seconds can mean life and death. This includes inmate health monitoring systems, such as OverWatch® by 4Sight Labs. This enables inmate distress notifications to be sent to Mobile Command XR, enabling officers to see and respond immediately to inmate needs.

Another way Command Cloud enables correctional officers to maintain agility and compliance is with Mobile Compliance Monitor (or “MCM”). MCM helps officers in maximizing their security round compliance with real-time information on the time remaining between rounds, sending alerts when it's time to prepare for a check and when a check becomes overdue.

So how does Command Cloud know how much time remains between security rounds? Simple. The system looks at the time of your last check and the Max Check Time and displays the difference. For example, if you last completed a security check at 09:08 and the Max Check Time is 15 minutes, you have until 09:23 to complete a check. If the time is currently 09:17, MCM will show that you have six minutes remaining to complete the next check.

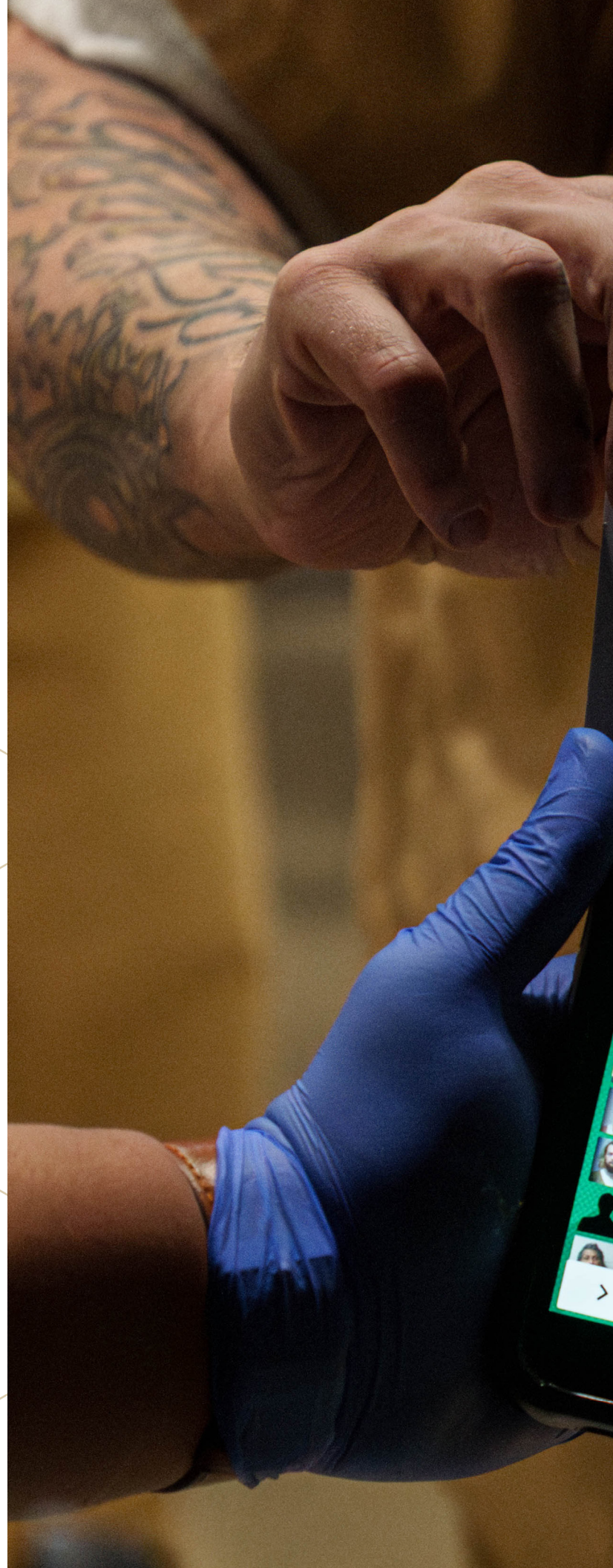
As a reminder, MCM does not encourage you to perform your security rounds at the frequency of the Max Check Time, such as 15, 30, and 60 minute intervals. Its intent is to provide guardrails to know how much time remains before the check is late. If you use Max Check Time as a kitchen timer, your staff will start developing predictable round patterns. We strongly recommend varying (or staggering) your rounds performance throughout your shift.

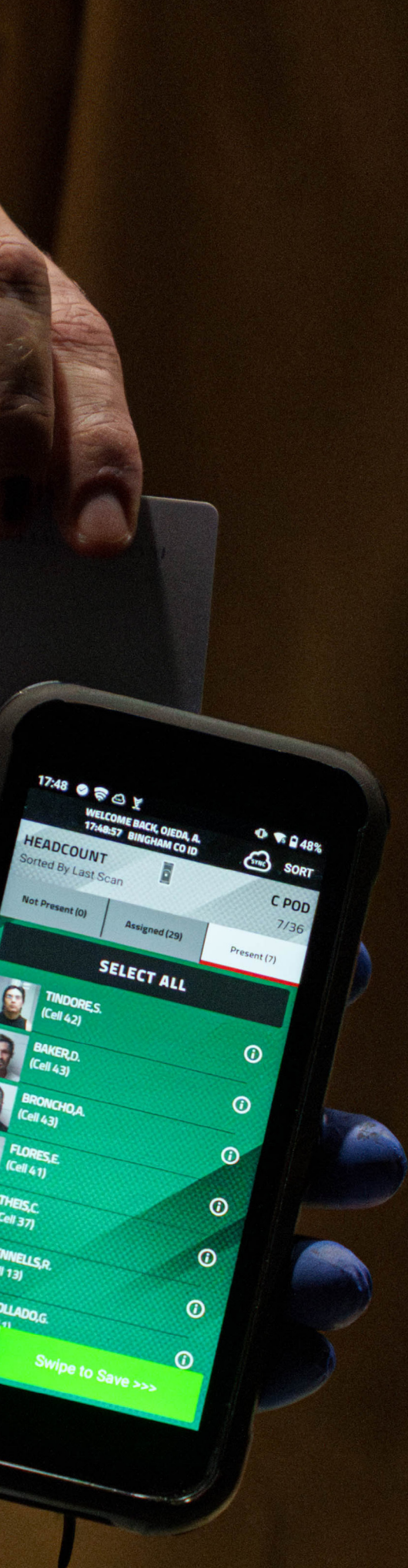
MCM supports customizable notifications delivered through audible alerts or discreet vibration (haptic) feedback, ensuring inmates are unaware of upcoming rounds. Similar to your phone's notifications, you can choose between a haptic or audible alert within your device's settings. As staff conduct rounds, checks with the most time remaining are moved to the bottom of the list, while those with the least time remaining appear at the top. This ensures that urgent checks are always the most visible. This is a core principle of the officer experience platform (OXp) – helping officers focus on what matters most.

MCM can also be filtered to show only the locations relevant to an officer's duties, removing distractions from areas outside their responsibility. The combination of the alert system and color-coded timer enhances officer awareness and accountability, ensuring timely and effective security rounds.

How does Command Cloud work with the systems I have?

Command Cloud enables robust, secure integration with





third party systems using our REST API (WolfPack) to integrate with everything from your JMS and video management system to 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.

Another common enterprise integration that Command Cloud supports is its ability to streamline user access and maximize your security posture. Command Cloud supports integration with Microsoft Entra ID to enable Single Sign-On or "SSO."

SSO is an identification method that enables users to log in to multiple applications and websites with one set of credentials supported through integration with Microsoft Entra ID. This enables users to be created, managed, and removed through one directory and identity management service.

The three advantages of SSO integration with Command Cloud are:

1. Enhanced Security:

Centralized identity management improves overall security.

2. Automated User Management:

With Command Cloud, you can build user groups and assign user privileges automatically based on how your users are assigned to groups in Entra ID.

3. Simplified Login:

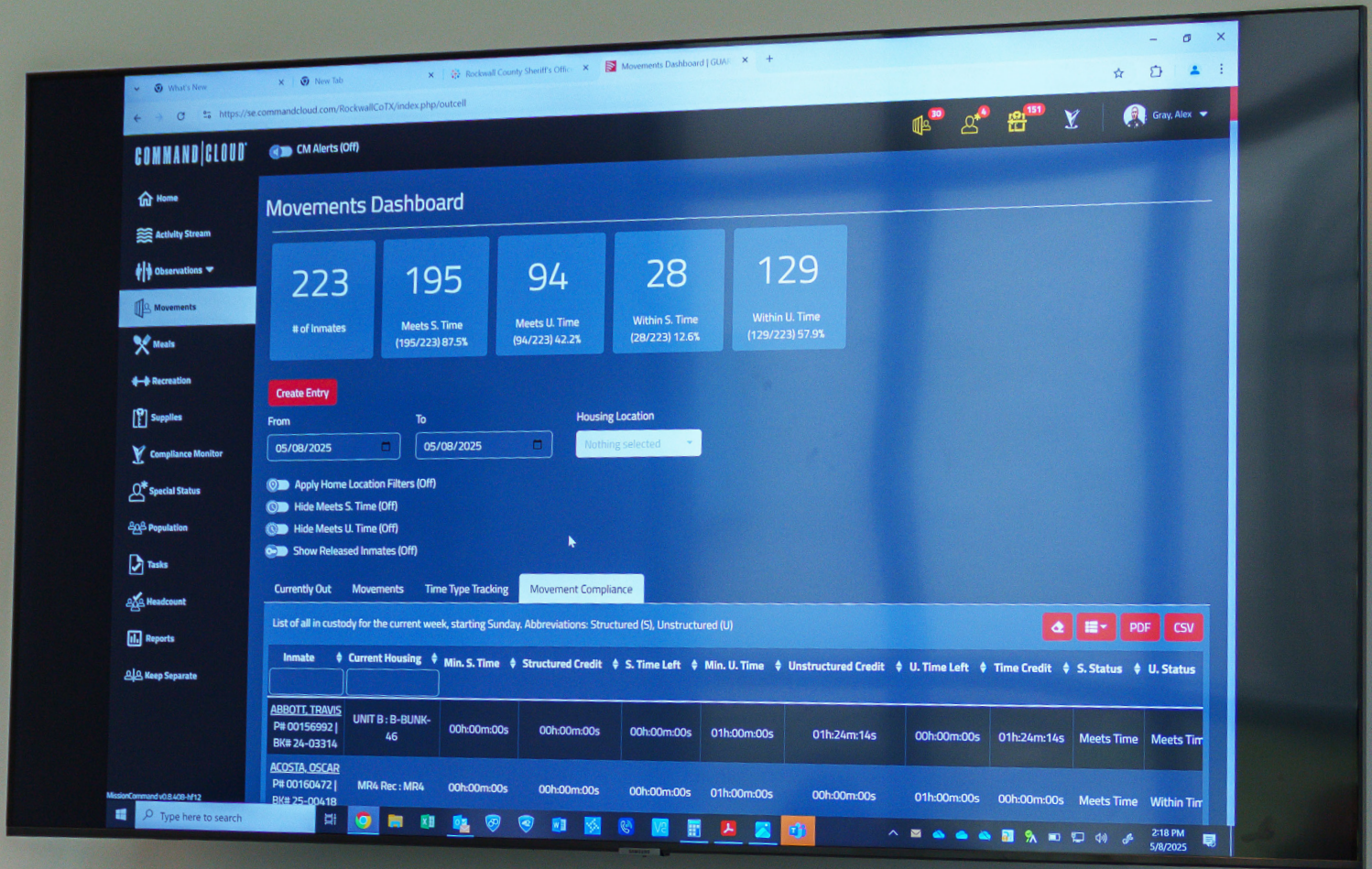
Staff will have one less username and password to remember.

While Command Cloud can support SSO integration with other identity management solutions, Microsoft Entra ID is the most widely used within our Warrior community.

Command Cloud also 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 from commissary systems, such as Keefe, to electronic medical records like CorEMR.

ENTERPRISE SECURITY AND CONFIGURABILITY

Command Cloud is deployed to Amazon Web Services (AWS). AWS has two primary types (or regions) of Cloud server environments. Command Cloud supports both types: Standard and GovCloud.



Command Cloud is SOC 2 Type 2 Compliant and is also AWS Validated and AWS Differentiated.

Why do we support two regions? In some cases, state-level deployments, such as a state department of corrections, may prefer GovCloud because it has certain unique security capabilities, including:

- FIPS 140-2 approved cryptographic modules for all AWS service API endpoints
- Physical and logical restricted access for those staff supporting AWS GovCloud (US) to US Citizens
- Authentication that's completely isolated from Amazon.com

In terms of Criminal Justice Information Services (CJIS) compliance, AWS Standard Regions can be configured to become CJIS compliant and AWS GovCloud is fully compliant natively.

HOW IS COMMAND CLOUD DIFFERENT THAN JAIL MANAGEMENT SYSTEMS?

When you look at the core functionality of a JMS, every JMS does the same things: managing the intake or booking process, capturing mugshots, storing property and charges, and overseeing housing assignments.

In fact, the core functionality of JMS platforms has remained largely unchanged for decades and is generally built around inputting data and running pre-built or specific custom-built reports. These systems are generally transactional in nature, focusing on repetitive administrative functions.

While some of today's more modern jail management systems have simpler, intuitive interfaces, most legacy jail management systems have outdated interfaces that overly rely on manual data entry and repetitive tasks, resulting in complex user experiences. The interaction cost, which is the level of mental and physical effort a user needs to complete a task in a legacy JMS, can be exceptionally high. The result? Lower or more inconsistent usability.

Why do jail management systems have these challenges?

There are more than 18,000 police departments in the U.S. Each of these 18,000 agencies must deploy and operate certain software applications to meet their primary mission of protecting and serving the public.

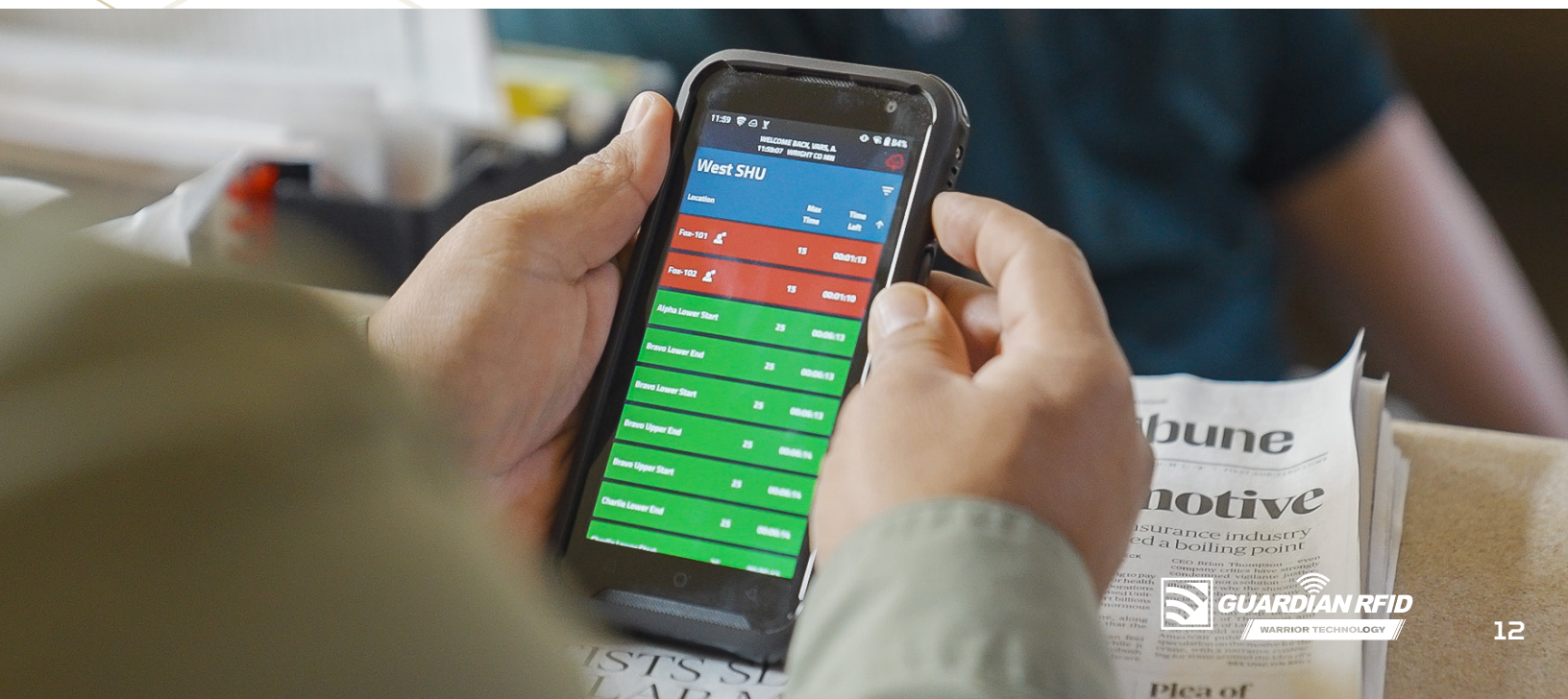
The universal applications deployed by police and sheriff's offices include computer aided dispatch (CAD) and records management systems (RMS). Full-service agencies will need more sophisticated applications, such as Automated License Plate Recognition (ALPR) systems or investigation software.

But approximately only 1 out of 6 of these agencies will need a JMS. When the jail management system represents just a sliver of a public safety software company's total revenue and customer base, it will also receive fractionalized attention in ongoing investment, product management, and research and development. This doesn't bode well for capabilities like performing complex queries, machine learning models, natively using business intelligence to create diagnostic analytics, or mobile inmate tracking applications your JMS vendor has built.

You've also been likely told about the depth of product synergies that exist between your current jail management system and its new ad hoc mobile inmate tracking application and the virtues of its tight integration. The reality is: your jail management system's ad hoc mobile inmate tracking application is like an air hockey table. It's novel for the first few weeks of use, then you realize its immense limitations – dying a slow death – either because of functionality that doesn't exist, or functionality that doesn't work. And this situation is not likely to improve because the bulk of your vendor's user base is built around CAD, RMS, and dispatch – not the jail management system.

Here are a few key differences between an OXP and a JMS:

1. An OXP is inherently Cloud native. It's also designed to work with a high level of interoperability, meaning that an OXP, such as Command Cloud, supports full integration for free – or at the lowest possible price. Vendors who make jail management systems often charge exorbitant amounts on integrations. That's old school.
2. OXPs are intended exactly for who they're named after: officers. An OXP supports the frontline staff, giving them tools and insights that make them more knowledgeable and responsive. This is part of the common operating picture that we discuss often.
3. OXPs have a modern architecture to easily integrate and leverage artificial intelligence, including computer vision and machine learning models. Most jail management systems, even the most modern ones, are ill-equipped for the AI-first, Cloud-first world.
4. OXPs are designed to address broader concerns such as compliance, operational defensibility, and officer performance measurement.



WHAT ARE THE EDITIONS OF COMMAND CLOUD?

Command Cloud have five editions for every need and budget. This includes:

- **Defender Edition** (for jails up to 499 inmates)
- **SE**
- **Professional**
- **Enterprise**
- **Juvenile Justice Edition**

HOW IS COMMAND CLOUD PRICED?

Command Cloud is priced based on several factors: the size of your facility, specifically the average daily population, and which edition of Command Cloud best suits your needs and budget. There are multiple pricing levels across all editions of Command Cloud.

Each facility also has an annual renewal fee, which is known as the System Renewal Fee or "SRF."

The SRF covers continued access to Command Cloud software and services, including unlimited users, unlimited data storage, software updates, technical support, and cyber security investments. The SRF also grants access to all licensed Command Cloud applications, such as Mission Command and Mobile Command XR, and offers unique resources like the Correctional Operations Resource Experts (C.O.R.E.)—a team with extensive experience in inmate management and jail operations.

Support from the JailOps team, our internal customer success team is also bundled into the SRF. This team, made up entirely of retired corrections professionals, regularly checks in with users to ensure they have the resources and knowledge they need. Additional intangible benefits, like ongoing guidance and a strong user community, come as part of the annual fee, reinforcing the value of membership.

While the SRF covers most core software and support services, it does not include certain consumables and peripherals (such as wristbands or RFID cards), device subscriptions, some interface fees, or optional Single Sign-On (SSO) integration costs. Fees vary depending on the edition and services used, but the overall package is designed to provide comprehensive support and value for agencies using Command Cloud.





CONCLUSION

As correctional facilities face increasing scrutiny regarding compliance, transparency, and performance, technology platforms like Command Cloud are likely to play a growing role in the sector. While legacy jail management and inmate tracking systems continue to provide foundational administrative support, cloud-based solutions are emerging as tools for deeper analytics, defensibility, and proactive management strategies.

With ongoing advancements in machine learning, data integration, and digital evidence management, the correctional technology market is likely to see continued evolution. As facilities seek to balance security, operational efficiency, and the rights of those in custody, platforms offering robust analytics and flexible integration may become increasingly integral to the industry's future landscape.

Command Cloud is a revolutionary concept in a new product category called the officer experience platform (OXF) that's intended to deliver stronger safety and security outcomes through a fusion of data from systems that don't normally work together, while aligning your processes, enterprise systems and applications, and key objectives, delivering a common operating picture (COP) for every member of your team.

This is effectively what the officer experience platform (OXF) product category is all about: modernizing the correctional officer to optimize the way they work while achieving stronger outcomes across your spectrum of inmate management needs.





COMMAND | CLOUD[®]

THE OFFICER EXPERIENCE PLATFORM (OXP)

MOBILE COMMAND **XR**[™]

MISSION COMMAND[™]

OPERATIONAL
INTELLIGENCE[™]

VISIONOPS[™]

ACADEMY
UNLIMITED

MED+MANAGER

PROTECTING THE LINE



GUARDIAN RFID
WARRIOR TECHNOLOGY

GuardianRFID.com • 855.777.7343 • Youtube.com/GuardianRFID

16PG-UGCC1-07/2025

INTERESTED
IN A
FREE DEMO?

Request one today!



<https://info.guardianrfid.com/live-demo-request>