Hardcat
Certainty When It Matters

Fire & Rescue Services Fleet and Equipment Management

Hardcat® Lebosi® Enterprise
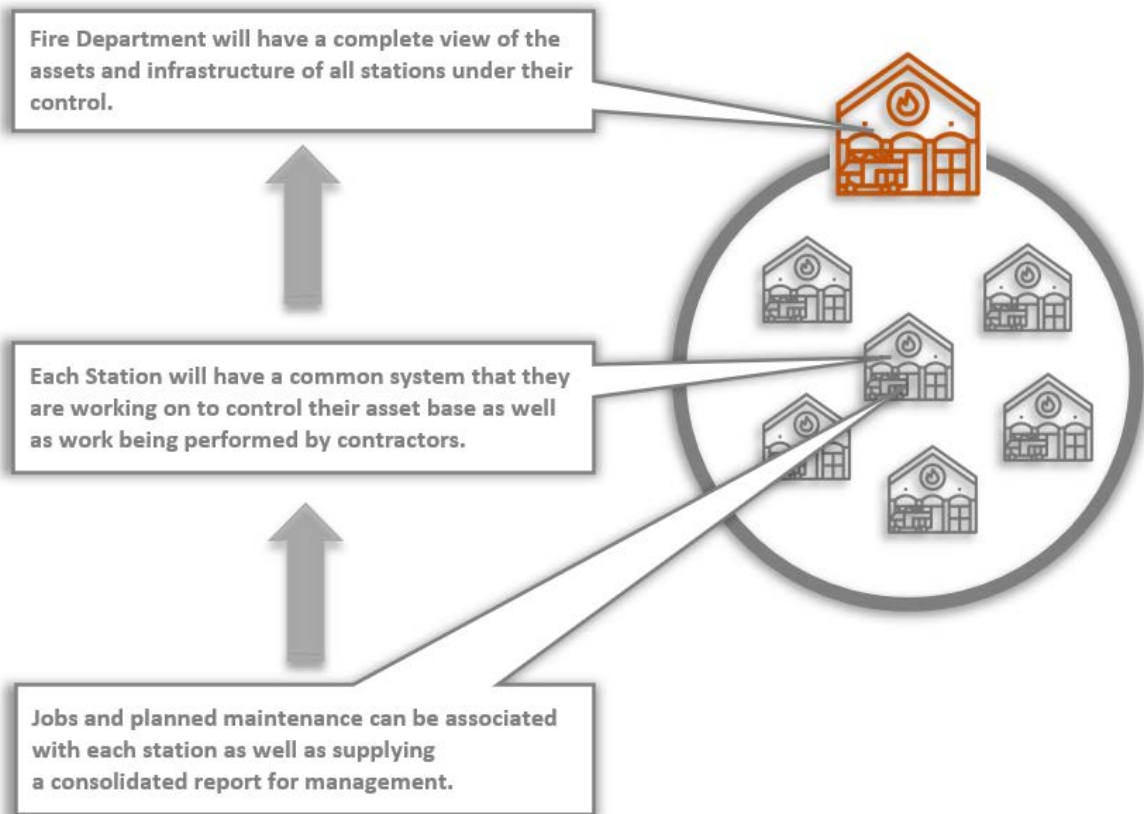
Fleet and Equipment Management

Hardcat's equipment management solution has been selected by many emergency service organisations due to its flexibility, ease of use and most importantly certainty when it matters.

Having worked with emergency service organisations for over 20 years, Hardcat knows what is required.

Consolidated View

Hardcat Lebosi allows those with access rights to view the assets across the complete enterprise. Stations can be optimised via asset transfer when required.

Fire Department will have a complete view of the assets and infrastructure of all stations under their control.

Each Station will have a common system that they are working on to control their asset base as well as work being performed by contractors.

Jobs and planned maintenance can be associated with each station as well as supplying a consolidated report for management.

Nearside Equipment Management

Sample of the types of equipment that can be managed on the nearside of the appliance.

- HAZMAT Equipment
- Portable Pump
- Cordless Drill
- Chain/Bow/Power Saws and Kit
- Step/Crib Blocks
- 5/10/Petrol Hydraulic Hoses
- Holton Foot
- Patient Protection Shields
- Ram Extension Tube
- Little Giant Ladder
- Attack/Lay Pack
- Air Hydraulic Pump
- Door Opening Kit
- Sledge Axe
- Mcleod Tool

- Short Handle Shovel
- Glass Catcher
- Air Bag Restraint
- Combi Tool
- Spine Board
- Halligan Tool
- Keys
- Oxygen Cylinder
- BA Cylinder
- CO2 Extinguisher
- DCP Extinguisher
- PPE/PPC Kits
- Etc...

Offside Equipment Management

Sample of the types of equipment that can be managed on the offside of the appliance.

- Hazard Ahead Sign
- Suspicious Substance Kit
- Debris/Salvage Sheets
- FE Suit
- Life Jacket
- Spill Bins
- Perc Hose
- 1 kVa Generator
- PPV
- Goliath Light Bracket
- Tripod
- Fold-up Trolley
- PPC Kit and Gear Bags
- Asbestos Containment Bag

- Storz Adapter Set
- Bottled Water and Refreshment Kits
- No Entry and Hot Zone Tape
- Height Safety Pack
- BA Cylinders
- Fuel and Oil
- Hydrant Bar
- Foam Eductors and Tubes
- Extension Ladders
- Etc..

The Problem

Fire Services

As a result of a State Audit report, urgent improvement recommendations were identified for asset management across the Government sector. This Fire Service's executive team prioritised the development of their asset management policy, strategies, and planning for improved Asset Management practice as well as address Treasury requirements for tracking asset financial value.

The Auditor General recommendations included improvements to the following areas of asset management:

- Governance

- Data Quality and integrity

- Control and on-going management/decisions around assets

- Risk management and risk assessments

The Solution

The Fire Service's existing system was mostly avoided by many regional staff, as it was not user friendly. As a result, existing asset data was managed in multiple standalone databases and spreadsheets across the agency's six regions and State Headquarters. Their asset intervention planning was disorganised, and auditing was irregular and un-coordinated.

The Fire Service's implementation began with the engagement of a dedicated Asset Manager resource tasked to kick-start the whole-of-organisation implementation of a solution to align the Agency with the principles of ISO 55000: Asset Investment Planning and Management.

The project objective was to centralise asset data and providing a solid platform to improve the Agency's ability to address:

- Compliance with regulation and legislation (specifically the National Heavy Vehicle legislation and ISO55000)

- Asset capital planning allocation and spend

- Asset acquisition, tracking and usage

- Improved reliability of assets

- Asset reporting, recording and management

- Asset life cycle decision-making

- Evidence-based decision-making

- Long term system and data integrity

Hardcat Lebosi®

The Hardcat Lebosi software has been deployed and configured to provide the foundation of the Asset and Fleet Management Solution used to address the specific needs of the Fire Service in managing high value and critical operational assets and Auditor General recommendations.

The Hardcat Lebosi software is now being used to manage all aspects of their asset register as well as their maintenance and compliance needs. The deployment of the Hardcat Lebosi solution has been complemented with organisational change activities delivered by the client's Implementation Project, resulting in the successful implementation of common asset management processes that are now applied across the entire Agency.

The solution has provided an asset-agnostic and tailored implementation which addresses the Fire Service's needs for management of a broad range of critical assets including:

- Heavy Fleet - fire and specialist emergency response vehicles

- Light Fleet - cars, wagons, trailers, etc.

- Buildings and land - Brigade, Group and Regional Headquarters

- Specialist equipment – SCBA, Hazmat and Road Crash Rescue kit

- Communications – radios, satellite transmission equipment, etc.

- Administrative assets – fuel cards

Key Success Factors

The successful outcomes achieved by this customer deployment was largely due to some key success factors including:

- Support from key senior stakeholders (CO, EDs, Dirs, RCs)

- Broad engagement/collaboration across SHQ and Regions

- 'Discovery' phase documented work processes ('as-is')

- Solution designed and deployed based upon role-based processes ('to-be')

- An agile project team that was able to pivot quickly to adapt to learnings

- Active Change Management with regular organisation wide communications

- Early engagement with users utilising a system 'Strawman' to represent the evolving solution configuration, highlighting what was coming

- Consolidation of existing disparate systems via a phased migration of cleansed data into the Hardcat Lebosi database.

- Comprehensive support for users via documented role-based manuals, 'how to' examples, tips and tricks as well as initial user training

Outcomes and Benefits

The implementation project delivered tangible business outcomes and benefits to the Fire Service, including:

- Organisation focused upon asset management with a dedicated role and tools to actively manage key assets

- Asset Management best practice – ISO55000

- Documented enterprise asset management system across the entire organisation

- A single register of all high value and critical operational assets containing high quality data related to each asset

- Accurate Asset data: Cleanest and most accurate asset datasets to date

- Detailed 'passport' with full historical data for each individual asset providing traceability across the entire asset life cycle

- Net worth of $270M of assets realised through an accurate asset register, allowing informed forecasting, budget and procurement decisions

- Improved risk assessment and on-going management as a result of better data quality

- Asset maintenance schedules ensuring the reliability as well as longevity of assets

- Scheduled activities such as statutory testing contributing towards fulfilling compliance and legislative requirements

- Supporting centralised audits, risk assessments and claims process

- Operational efficiencies where reporting has been reduced from requiring three FTE staff over several weeks to now being available in minutes

Additionally, the following unplanned benefits were realised:

- Consolidation of what was previously fragmented and disparate information from across the organisation

- Well documented organisational processes.

- A scalable system that can evolve with the business needs

Client Testimonials

"Cleanest asset data set in our history".

"Single source of truth rather than each region doing their own thing".

"Previously it took weeks to find-out where defibrillators were located, now it takes minutes".

"The agility of the Hardcat Team was proven early in the project".

"The Hardcat Lebosi product also proved flexible enough to accommodate the Agency's various idiosyncratic requirements".

"Their level of professionalism in all matters never waivered and I would recommend without hesitation".

"I did not feel like a customer but a trusted partner working collaboratively to achieve outcomes".

"Regional staff love using it and the quality of documentation makes them feel supported".

Reduced Time and Increased Efficiency

Activity	Hours saved per year per station
Audit time reduced	240
Transfer equipment between stations	40
Reduced training time	40
Reduced IT support costs	100
Reduce current annual maintenance	60
Reduced purchasing	200
Staff movement between stations	40
Personnel leaving the organisation	40
Self-audit	300
Reduced time looking for assets	200
Reduced inventory requirements	30
Ensure critical spare/inventory controls uptime	50
Reduced time to decision/governance information**	80
Total Hours Saved	**1,420**

** Feedback from Management "What took one week before, now takes minutes".

Check and Inspect

- ## Equipment Safety and Maintenance

Ensure breathing apparatus and PPE are in top condition and not past scheduled and/or planned maintenance date.

- ## Capturing Whole of Life Cycle

The management of equipment includes all preventative and reactive maintenance related to any specific piece of equipment or class of equipment.

- ## Faster Gear Checks

Daily audit/check of appliances is as easy as a quick scan using your smart phone.

- ## Qualifications and Certification Checks

Hardcat Lebosi will ensure that the right people have access to the right tools and have the certification to operate that equipment.

- ## Officer Safety

Having a complete view of the location of our assets as well as maintenance history helps to ensure the safety of our volunteers and officers.
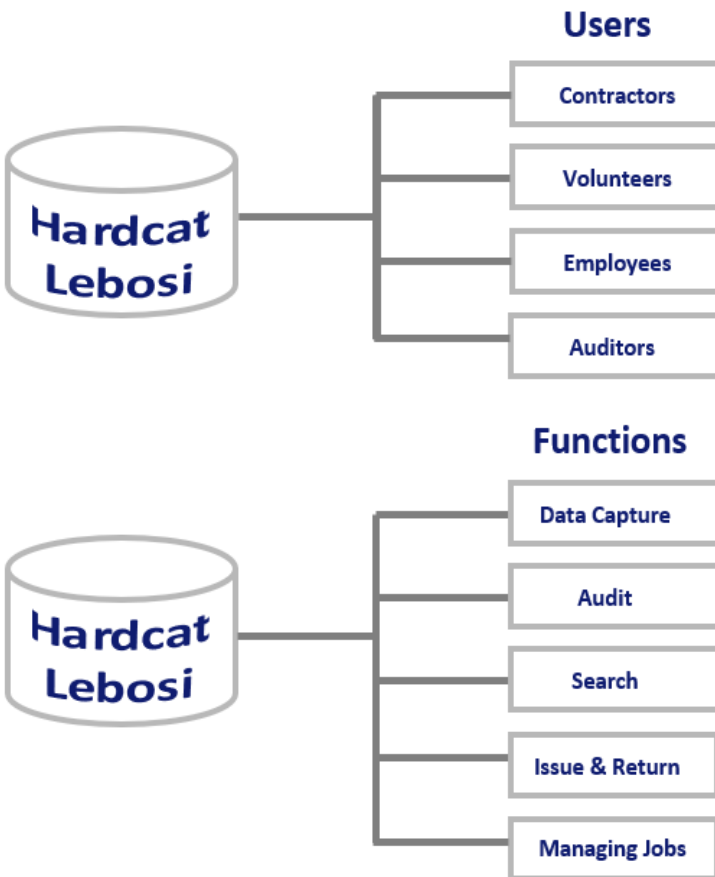
Managing Offline with Mobility

Users in the field can access the mobile application either in a connected or disconnected state, allowing for offline capabilities where wireless (mobile or Wi-Fi) connection is not available.
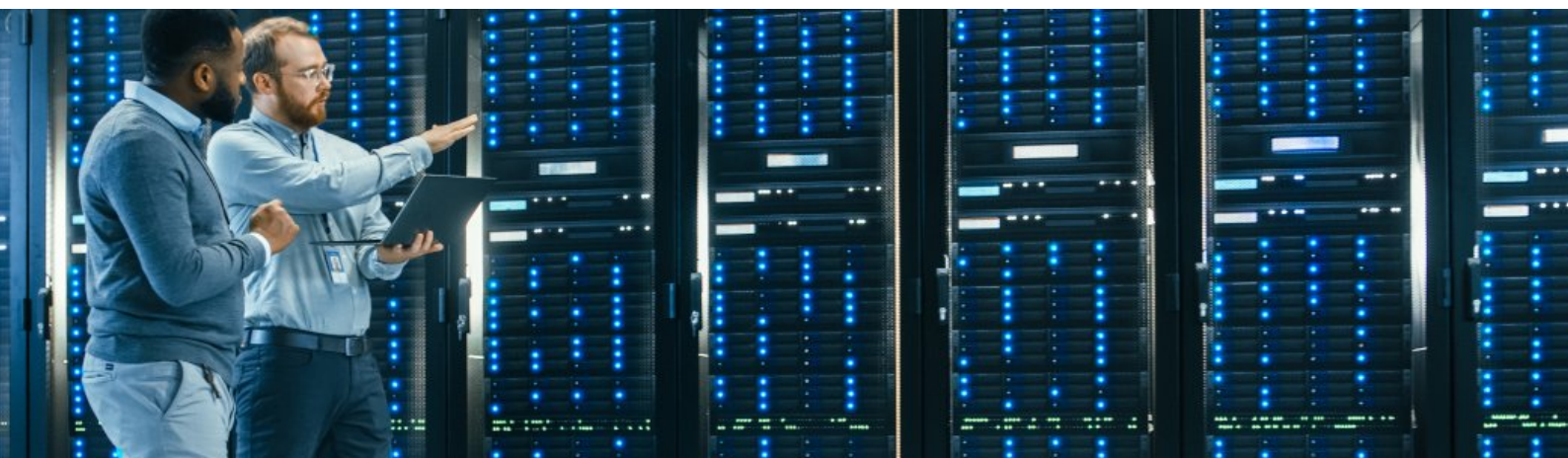
- Asset Capture (available offline)
- Asset Audits (available offline)
- Ad-Hoc Asset Audit (online)
- Issue and Return of Assets (online)
- Asset Look-up (online)
- Managing Jobs (available offline)

With a large volunteer workforce, the mobility application is:

- User friendly
- Self-intuitive requiring little to no training
- Allows activities to be completed in the field
- Early adoption and adherence to policy and procedures by members.

The Architecture - Built to Perform

Architecture diagram with three columns: Integration, Logical, and Physical.

Integration:
- ERP, Database, Data source, HR System, GIS System
- Customised data exchange interface
- Interface Pattern
- HTTPS
- SMTP
- MS Exchange Server — Email
- Active Directory — Person/role assignment — Hardcat AD Import Service
- Directory Server
- Authentication

Logical:
- Workstation
- Tablet
- Smart Phone
- Client Application Layer
- Web Server — Web Services
- Net Data Access — Net Layer
- Data Model
- Business Rules
- RDBMS
- File System
- Data Layer
- Hardcat Application Server

Physical:
- Browser
- iOS/Android App.
- Client Application
- Load Balancer
- MS IIS Server, MS IIS Server, MS IIS Server
- Web Server(s)
- File Storage
- App Server
- Application Server – MS Windows Server
- MS SQL Server
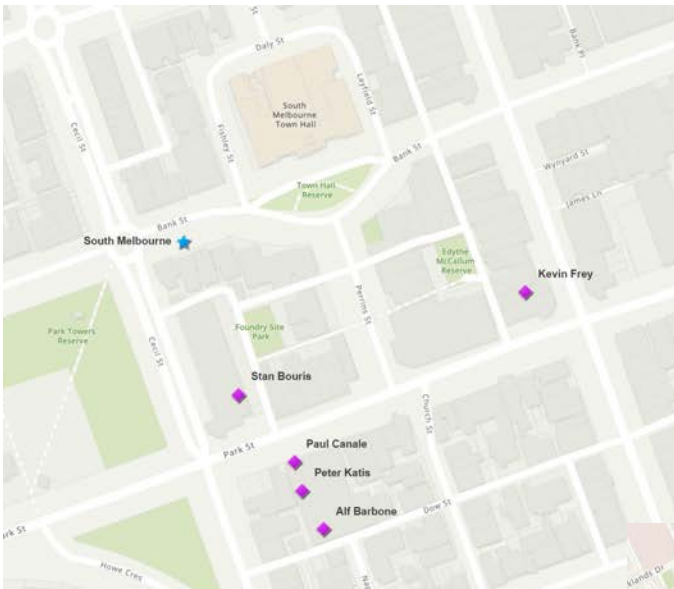- Database Server – MS Windows Server

Mapping

Hardcat Lebosi allows the incorporation of GPS co-ordinates for Assets, Locations and Jobs. All of these entities can be searched and exported, then imported into your current GIS system. The examples on this page were exported and then imported into ESRI.

Assets Mapping

Assets (with assigned person labels). This enables tracking of people by tracking the traceable asset they are carrying.
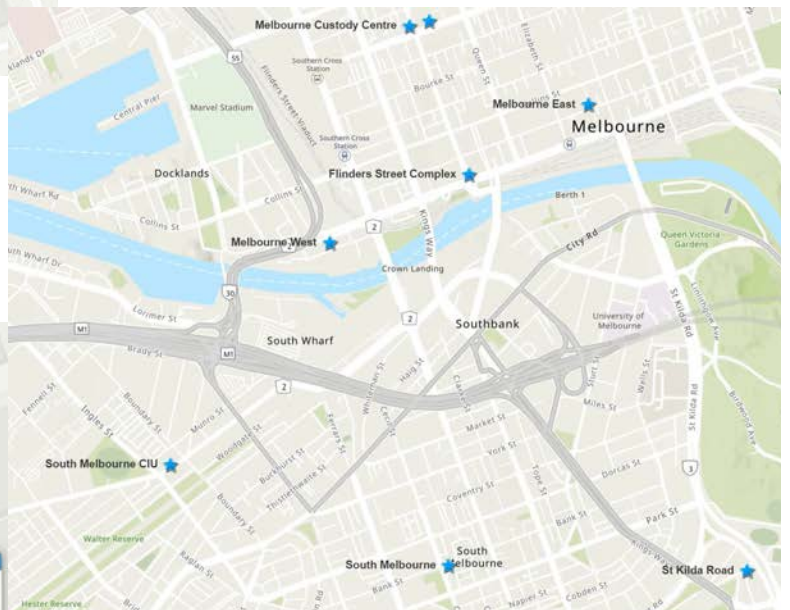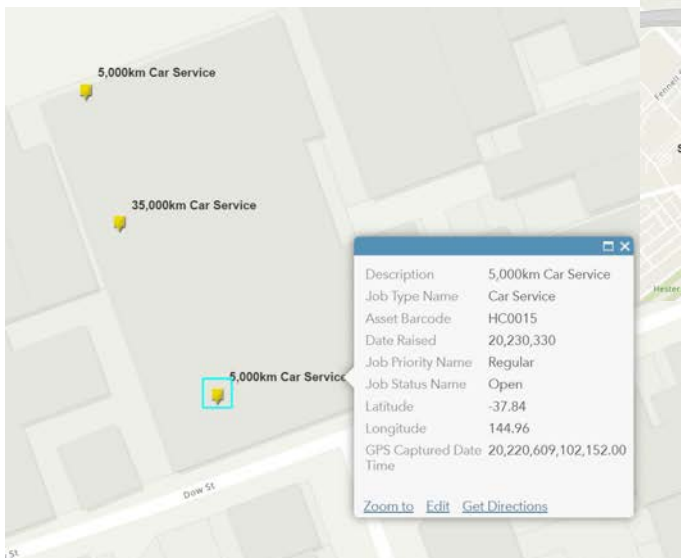

Assets (with asset description labels):

Stations Mapping

Jobs Mapping

Description	5,000km Car Service
Job Type Name	Car Service
Asset Barcode	HC0015
Date Raised	20,230,330
Job Priority Name	Regular
Job Status Name	Open
Latitude	-37.84
Longitude	144.96
GPS Captured Date Time	20,220,609,102,152.00

Zoom to   Edit   Get Directions
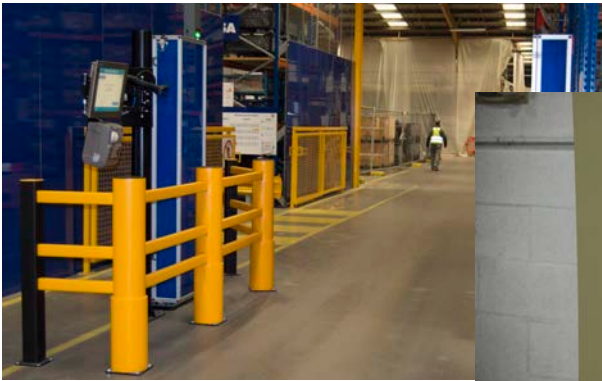
![Hardcat logo — Certainty When It Matters]

Equipment Tags and Hardware

"we supply what you need"

A mix of RFID tags and barcode labels can be used to tag equipment, depending on the equipment surface and material suited to its environment and conditions.

Equipment tags are made to withstand harsh environments and conditions.

MC3390R Long-Range UHF RFID Reader Barcode Scanners

RFD 8500 RFID 1/2D Scanner

DS8178 1/2D Barcode Scanners

Fixed Readers

UHF RFID Hard Tag

Laser Etched 2D Barcode

![Hardcat — Certainty When It Matters]

37 years
In the asset management software sector

$35 billion
Approx. value of assets controlled by our software

25 years
Working with RFID

120+ countries
Clients globally

350,000
Number of users worldwide

85 million
Approx. number of assets controlled by our software

2000+
Companies using Hardcat software

Some Of Our Clients

Law Enforcement

Defence

Emergency Services

Hardcat solutions have been chosen by over 2,000 of the world's most prestigious corporate and government bodies in 121 countries around the world.

Why would you hesitate to join our list of satisfied clients, they have already performed your due diligence for you. No one has our credentials or credibility when it comes to asset management solutions.

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