

# **TOUR TRAX.net**

## Guard Tour & Work Force Management solution



**GUARD TOUR**



**IP68 Rugged Phone**



**WORK FORCE**

# TourTrax Worldwide Users

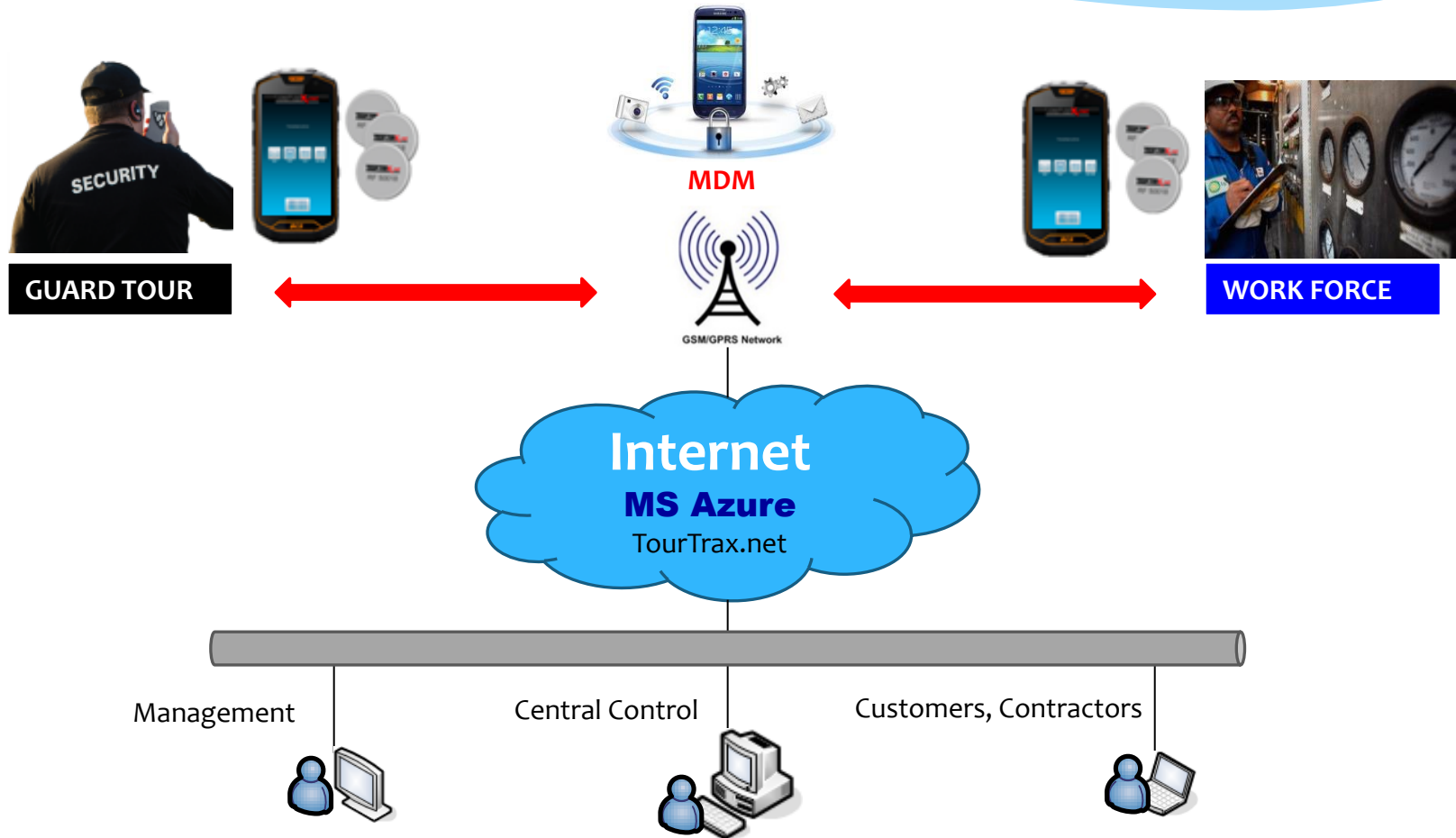
## (Partial Listing)

Application	Client Name	Country, City	Total # properties	Total # devices	Note:
Facility Management /Security	Macair FMI	UK	Multiple	36	
	Boyd Gaming Corp	US Multiple	12	42	Additional properties scheduled
	Caesars Entertainment Corp	US, Multiple	7	45	
	Hilton International	US, Las Vegas	3	60	1400 properites involved in total project
	MGM Resorts International	US, Detroit & Las Vegas	4	55	Additional properties scheduled
	Nike Corporation	US Multiple	4	39	
	Raytheon Aerospace Corp	US Multiple	4	54	
	The Condé Nast Building	US	Multiple	Confid	
	Maxim's Catering	HKG	Multiple	Confid	
	Jones Lang LaSalle	HKG & PRC	Multiple	100+	Additional properties scheduled
Security	Kotter Services	Germany	Multiple	700	
	Various	US/CA/New Zealand UK	Multiple	Confid	
	UST	HKG	Multiple	Confid	
	General Security	HKG	Multiple	Confid	
Municipal Services	City of Kingston	Canada	Multiple	19	
Waste Management	Ecoganix	UK	Multiple	180	

# TourTrax 部分客戶清單

保安/物业管理行业			
JLL仲量联行	香港	浪澄湾	香港
无限极广场	香港	祥丰大厦	香港
美国银行大厦	香港	大鸿辉(荃湾)中心	香港
中国建设银行中心	香港	永安广场	香港
香港科技大学	香港	Macair 设施管理	英國
香港大众安全服务	香港	Ecoganix环卫服务	英國
AXA安盛中心	香港	Boyd 博伊德博彩	美國
维壹中心	香港	Caesars 凯萨宫酒店	美国, 拉斯维加斯
陆海通大厦	香港	Hilton 希尔顿国际	美国, 拉斯维加斯
浪澄湾	香港	MGM 米高梅大酒店	美国, 拉斯维加斯
祥丰大厦	香港	Nike 耐克	美國
大鸿辉(荃湾)中心	香港	Raytheon 雷神航空航天	美國
永安广场	香港	加拿大安省金斯顿市	加拿大
伟伦中心第一期及第二期	香港	Kotter 保安	德國

# TourTrax System Overview



# Guard Tour Management

## Dashboard

TourTrax

### Dashboard

#### Latest news

13 Oct 2015: [TourTrax.NET Software Update](#)

A new update to the TourTrax.NET Web Portal has been released! This update includes a revised "Active Static Tours" report (available by clicking on Open Static Tours in the Dashboard), as well as the ability to filter all reports by time as well as date.

#### Recent Activity



GPS Live Monitor

User	Date
There has been no activity	

Pin	User	Handset	Recorded	Last activity	Last activity time	Location
1	John Smith	WT01647	2/19/2014 1:55:27 AM	Alarm: Panic Button	2/18/2014 2:17:02 PM	<a href="#">Show on Map</a>
2	Vern Simkins (mobile)	WT01647	2/19/2014 10:05:10 PM	Alarm: Missed Checkpoint Scans	2/19/2014 11:01:14 AM	<a href="#">Show on Map</a>
3	naresh naran		2/27/2014 9:26:13 AM	Unassigned tag: tt2	2/27/2014 9:34:35 AM	<a href="#">Show on Map</a>
4	J. Noble	DSC Test ActiveTrack - 300185	2/27/2014 12:24:19 PM	Unassigned tag: J. Noble	2/27/2014 12:23:31 PM	<a href="#">Show on Map</a>
			2/27/2014	Checkpoint	2/27/2014	

# Guard Tour Management

## ➤ Static Tour vs. Dynamic Tour\*

- Static Tour – predefined Checkpoints , Time visit
- Dynamic Tour – no need to define Checkpoint and time – for Supervisory visit
- Real-time Update \* - Remote Sync of tours to Mobile

Details | Checkpoints | Schedule

### Static Tour Details

Show/Hide Tools

Current checkpoints

Add checkpoints Remove locations

Checkpoints	Site	SortOrder			
<input type="checkbox"/> AS04 Static Checkpoint 01	AS01	1	⊖		⊕
<input type="checkbox"/> AS05 Static Checkpoint 02	AS01	2	⊖	⬆	⬇
<input type="checkbox"/> AS06 Static Checkpoint 03	AS01	3	⊖	⬆	⬇

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**Static Tour**  
Pre-scheduled Checkpoints, Time and Sequence to be visited

### Static Tour Details

Add New Delete selected

Every: Day From 00:00 To 03:55

Every: Day From 04:00 To 07:55

Every: Monday From 08:00 To 11:55

Every: Tuesday

Every: Wednesday

Every: Thursday

Every: Friday

Save

**Static Tour - define Schedule for different days of the week.**

Patrol | Active Patrols | Tag and Checkpoints

### AS Dynamic Tour

Select Tour Start/Finish Tag:

Tag: A02

Select site/checkpoints:

AS01 Go

Select checkpoint:

To add a checkpoint to your tour, select the site and press "Go" to show it in the list of excluded checkpoints on the left. Then click the arrow to add it to the list of included checkpoints on the right. To remove a checkpoint, click the arrow next to it in the list of included checkpoints on the right.

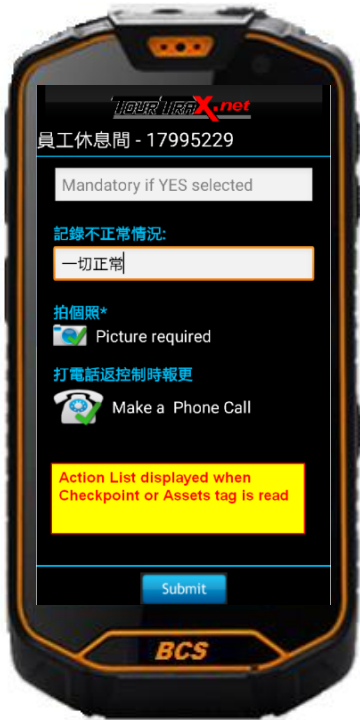
Checkpoints not on AS Dynamic Tour	Checkpoints on AS Dynamic Tour
AS03 Assets 01	AS01
AS04 Static Checkpoint 01	AS07 Dynamic Checkpoint 01
AS05 Static Checkpoint 02	
AS06 Static Checkpoint 03	
AS08 Dynamic Checkpoint 02	

**Dynamic Tour**  
- No Checkpoint pre-schedule  
- If a Checkpoint MUST be visited drag from left to right here.

# Guard Tour Management

## ➤ Checkpoint /Asset Action List\*

- Define Actions required for Checkpoint / Asset
- Action List response displays on Tour Report



**Static Tour Full Report**

Filter

Site: All Tour: All

Customer: All

Checkpoint: All Start date between: 2/1/2017 12:00 AM to 2/27/2017 11:59 PM

Filter Clear

**Click to view Action List response**

Start	End	Tour Name
27 Feb 2017 12:00:00	27 Feb 2017 15:55:00	AS Static Tour

Date/Time	Mobile User	Description	Status	Out of Sequence
27 Feb 2017 14:20:30	BCS01 BCS01	AS04 Static Checkpoint 01	OK	
27 Feb 2017 14:24:37	BCS01 BCS01	AS05 Static Checkpoint 02	OK	
27 Feb 2017 14:29:14	BCS01 BCS01	AS06 Static Checkpoint 03	OK	

Tour Hits: 3/3 - 100%

**Action List Responses**

**Click to view Picture**

Mobile User	Date Submitted	Prompt	Action Type	Who/Where	Response	Comment	Response Picture
Mr BCS01 BCS01	27 Feb 2017 14:22:07	餐桌上有沒有垃圾?	YesNo	AS04 Static Checkpoint 01	No		
Mr BCS01 BCS01	27 Feb 2017 14:22:04	記錄不正常情況:	Text	AS04 Static Checkpoint 01	一切正常		
Mr BCS01 BCS01	27 Feb 2017 14:22:08	拍個照	Picture	AS04 Static Checkpoint 01	Picture Taken		
Mr BCS01 BCS01	27 Feb 2017 14:22:04	打電話返控制時報更	Phone	AS04 Static Checkpoint 01	Called		

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# Forms Management

## ➤ Dynamic Forms \*

- Fully User customizable form
- Real-time sync to Mobile, email to pre-defined recipients



GSM/GPRS Network

Submitted Forms can be viewed realtime on Web Portal or auto sent to preset Email recipients

Form Name: AHU Checklist  
Version: 1.02  
Time Submitted: 25 Feb 2017 20:39:49  
Submitted by: Paul WORX Tong





1. AHU Checklist		
AHU Information		Manufacturer: Saier Country of Origin: PRC Model No.: A1 series Type: Double Skin Horizontal Draw Through
風機板-冷量管理力	正常	
風機板-靜風檔板	正常	
風機板-AHU 故障派號	故障	
6/F 電制房-1600 安培中途分離空氣斷路器		
電壓 (V)	電流 (A)	功率 (kW)
350	200	250
6/F 電制房-1000 安培空氣斷路器供 22 樓 1 號馬達控制配電櫃		
電壓 (V)	電流 (A)	功率 (kW)
300	200	300
拍照		
簽名		



# Forms Report

## ➤ Forms Report \*

- Tabulate data collected in any form during a period
- View online or export to Excel

Form Name: Paul Test Form 2				Form Report								
				Total: 4								
				1 Page 1								
Seq.No.	Former Name	Submitted By	Date Submitted	大意卫生情况	拍照	马上处理	日期	抄表	电表	温度	湿度	签名
1	Paul Test Form 2	Paul Tong	2018-07-02 10:02:29	好干净		1	02 Jul 2018 10:01	01 26945	3645			tb
								02 27143	3666			
2	Paul Test Form 2	Paul Tong	2018-07-02 10:15:43	有点脏		1	02 Jul 2018 10:15	01 24635	36495			tb
								02 263463	6999			
3	Paul Test Form 2	Paul Tong	2018-07-03 12:59:22	有点脏		1	03 Jul 2018 12:59	01 25463	36458			tb
4	Paul Test Form 2	Paul Tong	2018-07-03 12:59:27	有点脏		1	03 Jul 2018 12:59	01 25463	36458			tb

# Guard Tour Management

## ➤ Incident Report

- Default Incident Report, or
- User Dynamic Form to create Customized Report



Management Reports

### Incident Reports

Filter Show/Hide Tooltips

Alarm raised between: 9/30/2016 12:00 AM to 2/27/2017 3:20 PM Mobile user: All

Site: All

Filter Clear

**Click to view Picture**

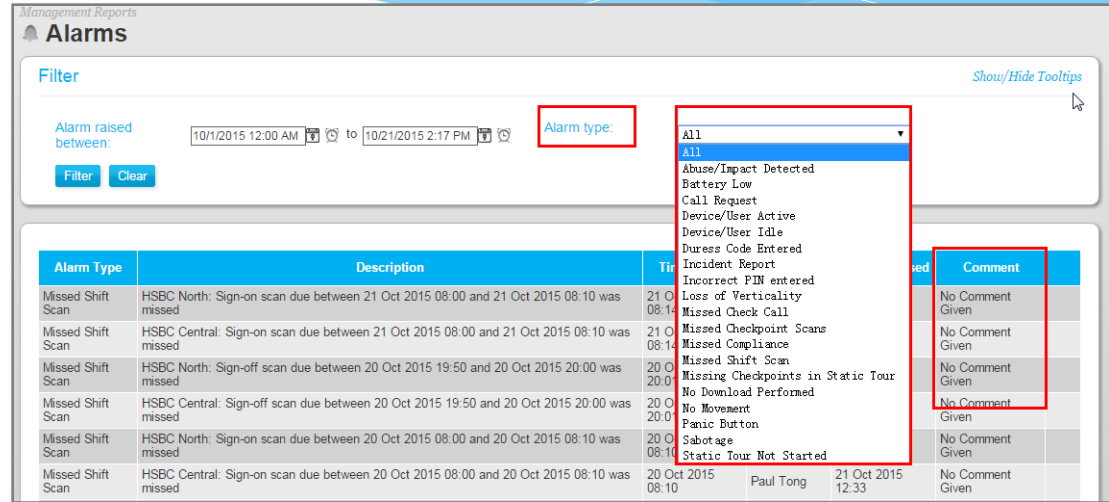
Mobile User	Report Date	Details	Picture	Picture	Picture	Checkpoint	Site
BCS01, BCS01	27 Feb 2017 15:10	BCS01 BCS01 has reported an incident: 走廊燈壞了 Last activity: Asset read: AS01 AS06 Static Checkpoint 03 scanned on 27 Feb 2017 15:09:05					H358
WYII, WYII	02 Oct 2016 17:43	WYII WYII has reported an incident: gate close Last activity: Asset read: 偉倫中心2期 scanned on 02 Oct 2016 17:42:58					
AXAC, AXAC	30 Sep 2016 07:46	AXAC AXAC has reported an incident: 12/F Last activity:					

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# Guard Tour Management

## Alarms \*

- Missed Checkpoints
- Incidents
- Check-call
- Inactivity
- No one on site



Management Reports

### Alarms

Filter

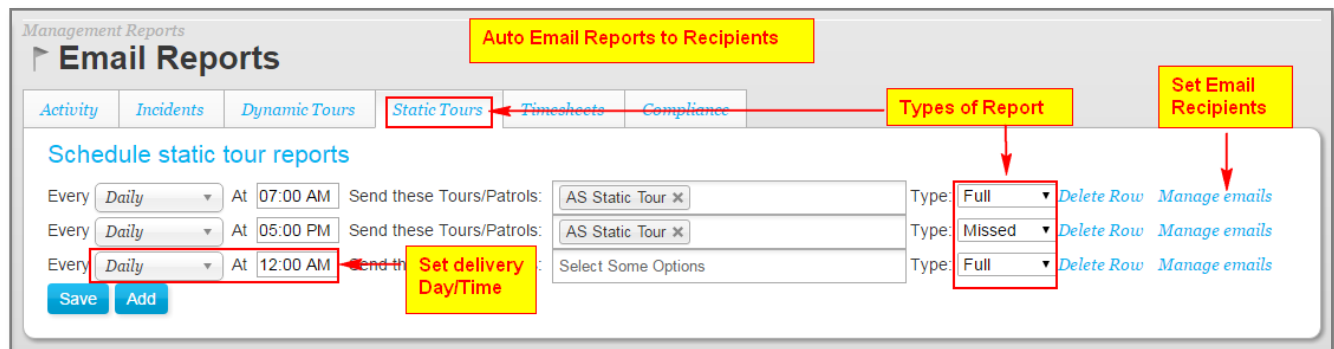
Alarm raised between: [10/1/2015 12:00 AM] to [10/21/2015 2:17 PM]

Alarm type: [All]

Alarm Type	Description	Time	Comment
Missed Shift Scan	HSBC North: Sign-on scan due between 21 Oct 2015 08:00 and 21 Oct 2015 08:10 was missed	21 Oct 08:10	No Comment Given
Missed Shift Scan	HSBC Central: Sign-on scan due between 21 Oct 2015 08:00 and 21 Oct 2015 08:10 was missed	21 Oct 08:10	No Comment Given
Missed Shift Scan	HSBC North: Sign-off scan due between 20 Oct 2015 19:50 and 20 Oct 2015 20:00 was missed	20 Oct 20:00	No Comment Given
Missed Shift Scan	HSBC Central: Sign-off scan due between 20 Oct 2015 19:50 and 20 Oct 2015 20:00 was missed	20 Oct 20:00	No Comment Given
Missed Shift Scan	HSBC North: Sign-on scan due between 20 Oct 2015 08:00 and 20 Oct 2015 08:10 was missed	20 Oct 08:10	No Comment Given
Missed Shift Scan	HSBC Central: Sign-on scan due between 20 Oct 2015 08:00 and 20 Oct 2015 08:10 was missed	20 Oct 08:10	No Comment Given

## Reports – Pre-scheduled \*, On-demand

- Patrol
- Time-sheet
- Incidents
- Compliance



Management Reports

### Email Reports

Activity Incidents Dynamic Tours **Static Tours** Timesheets Compliance

Schedule static tour reports

Every [Daily] At [07:00 AM] Send these Tours/Patrols: [AS Static Tour x] Type: [Full] [Delete Row](#) [Manage emails](#)

Every [Daily] At [05:00 PM] Send these Tours/Patrols: [AS Static Tour x] Type: [Missed] [Delete Row](#) [Manage emails](#)

Every [Daily] At [12:00 AM] Send these Tours/Patrols: [Select Some Options] Type: [Full] [Delete Row](#) [Manage emails](#)

Buttons: Save Add

# Special Features

## ➤ Special Features

- Time Sheet \*
- Compliance Report \*
- Inactivity Check \*
- Proof of Presence \*
- Kiosk Mode \*
- Check-call with Duress PIN \*



Kiosk Mode lock Android screen to prevent use of unauthorized APPs

Management Reports

### Time Sheets

Filter Show/Hide Tooltips

Start date between: 1/1/2015 12:00 AM to 10/21/2015 1:47 PM Mobile user: All

Site attended: All

Advanced Filter Clear

Number of Rows: 30

Site Name	Address	Mobile User	Start	Finish	Ended By	Unreliable	Duration
HSBC North	125 Java Street, North Point	Paul Tong	15 May 2015 09:07	15 May 2015 09:23	Paul Tong	▲	16 minutes
HSBC Central	205 Queens Road Central	Paul Tong	08 May 2015 15:29	15 May 2015 01:04	Paul Tong	▲	6 days, 9 hours, 35 minutes
HSBC Central	205 Queens Road Central	Paul Tong	08 May 2015 15:10	08 May 2015 15:10	Paul Tong		
HSBC North	125 Java Street, North Point	Paul Tong	06 May 2015 17:07	06 May 2015 17:07	Paul Tong		
HSBC Central	205 Queens Road Central	Paul Tong	06 May 2015 17:05	06 May 2015 17:06	Paul Tong		1 minutes
HSBC North	125 Java Street, North Point	Paul Tong	06 May 2015 16:35	06 May 2015 16:36	Paul Tong		1 minutes
HSBC Central	205 Queens Road Central	Paul Tong	06 May 2015 16:20	06 May 2015 16:32	Paul Tong		12 minutes
HSBC North	125 Java Street, North Point	Paul Tong	06 May 2015 15:40	06 May 2015 15:48	Paul Tong		8 minutes
HSBC Central	205 Queens Road Central	Paul Tong	06 May 2015 15:39	06 May 2015 15:40	Paul Tong		1 minutes
HSBC Central	205 Queens Road Central	Paul Tong	06 May 2015 15:29	06 May 2015 15:30	Paul Tong		1 minutes

6 days, 10 hours, 15 minutes

# Messages Broadcast

## ➤ Message Broadcast with Read Acknowledgement \*

Messaging

### Messages

Filter Show/Hide Tooltips

Recipient:  Subject:  Received:  Read:

Sent date:  to

Date Sent	To	Subject	Received	Date Received	Read	Date Read	
21 Sep 2015 03:41	Tong, Paul	Test	✓	21 Sep 2015 03:41	✓	21 Sep 2015 03:41	
16 Aug 2015 22:41	Tong, Paul	Weather warning	✓	16 Aug 2015 22:42	✓	16 Aug 2015 22:42	

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Expecting heavy rain around 7pm.

# Work Force Management

## ➤ Job Scheduling

- Schedule Job anytime in the future with Lead time
- Ad Hoc / PPM Job (Plan Preventive Maintenance)
- Associate Form with Job to be submitted by Mobile User

Workforce Management

### Create a new Job

Details Schedule

Job Date: 22 Oct 2015 Selected Time: Paul Tong: 22 Oct 2015 09:00

	0	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23
Unknown User																								
Paul Tong																								
John Smith																								

The job has been sent to the phone, and so the details can not be update

Asset: Maintenance at HSBC Central  
Site: HSBC Central  
Customer: HSBC  
Details: What kind of request?:Electrical Additional details (if selected Others) 男廁所天花燈壞了。

Workforce Management

### Year Planner

Customer: HSBC Select

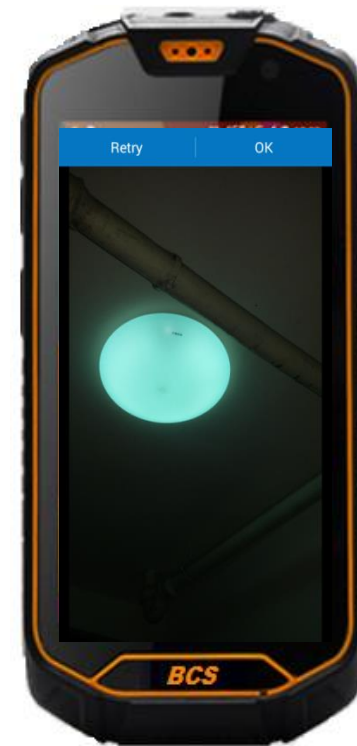
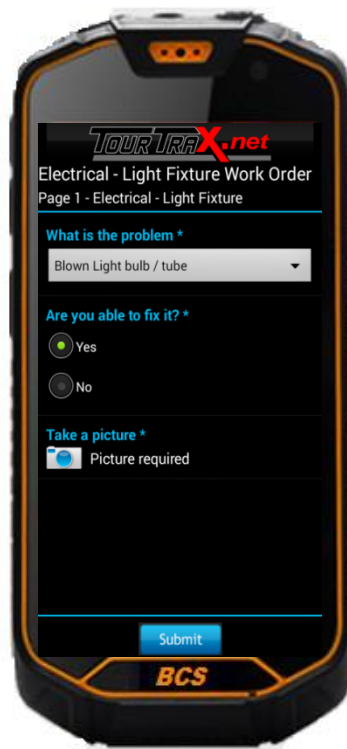
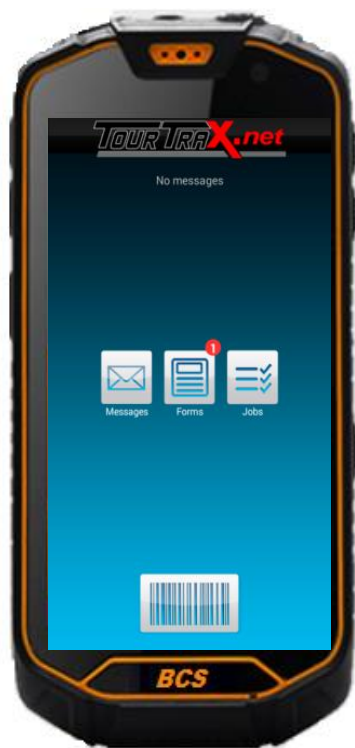
« 2015 »		Jan «	Feb «	Mar «	Apr «	May «	Jun «	Jul «	Aug »«																								
Site	Asset								1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	
HSBC Central	Fire Extinguisher																																
	Air Conditioning...																																

Status: Overdue  
AC unit

# Work Force Management

## ➤ Scheduled Job sent to Mobile user



- Job sent to Mobile user based on lead time
- Mobile user filled in Dynamic Form and submit Work Order



# Work Force Management

## ➤ Submitted Work Order (Dynamic Form)

- Real-time display on Web application
- Real-time emailed to pre-defined recipients in Word Format

		<b>Form Name:</b> Electrical - Light Fixture Work Order
		<b>Version:</b> 1.05
		<b>Time Submitted:</b> 22 Oct 2015 00:54:43
		<b>Submitted by:</b> Paul Tong
<b>1. Electrical - Light Fixture</b>		
<b>What is the problem</b>	Blown Light bulb / tube	
<b>Are you able to fix it?</b>	Yes	
<b>Take a picture</b>		



# Work Force Management

## ➤ Work in Progress Report

Operational Reports

### Work in Progress

Filter Show/Hide Tooltips

Customer:  Site:

User:

Mobile User	Due Date	Date Received	Date Started	Status	Customer	Site	Asset	Form Name		
Paul Tong	25 Sep 2015 09:00	22 Sep 2015 22:53	22 Sep 2015 23:19	Started		HSBC Central	Maintenace at HSBC Central	Air Conditioning Central Unit Maintenance Form		
Paul Tong	24 Sep 2015 21:00	22 Sep 2015 20:19	22 Sep 2015 21:18	Started		HSBC Central	Maintenace at HSBC Central	General Work Order		
Paul Tong	24 Sep 2015 09:00	22 Sep 2015 22:53	22 Sep 2015 23:18	Started		HSBC Central	Maintenace at HSBC Central	Air Conditioning Central Unit Maintenance Form		
Paul Tong	23 Sep 2015 21:00	22 Sep 2015 20:14	22 Sep 2015 21:18	Started		HSBC Central	Maintenace at HSBC Central	Fire Extinguisher check list		
Paul Tong	23 Sep 2015 09:00	22 Sep 2015 22:48	22 Sep 2015 23:18	Started		HSBC Central	Maintenace at HSBC Central	Air Conditioning Central Unit Maintenance Form		
Paul Tong	22 Sep 2015 23:00	22 Sep 2015 23:29		Received		HSBC Central	Maintenace at HSBC Central	Air Conditioning Central Unit Maintenance Form		
Paul Tong	22 Sep 2015 23:00	22 Sep 2015 20:10	22 Sep 2015 21:18	Started		HSBC Central	Maintenace at HSBC Central	Air Conditioning Central Unit Maintenance Form		
Paul Tong	20 Aug 2015 23:00	22 Sep 2015 23:29		Received	BCS	BCS	HVAC Unit A-01	HVAC Checklist		
Paul Tong	20 Aug 2015 22:00	20 Aug 2015 00:26	21 Sep 2015 03:59	Started	BCS	BCS	HVAC Unit A-01	HVAC Checklist		

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# Work Force Management

## ➤ Job History

Management Reports

### Job History

Show/Hide Tooltips

Filter

Due date: 2/1/2017 12:00 AM to 2/3/2017 11:59 PM Job #:

Customer: All Site: All

Asset: All User: All

Filter Clear

**Individual Job Viewed on screen, Download or Email in Word format**

Job Number	Mobile User	Due Date	Date Received	Date Started	Status	Customer	Site	Asset	Form Name	Job Details			
68	Tsz Kin Chan	02 Feb 2017 16:00	02 Feb 2017 15:28	02 Feb 2017 17:06	Completed	Chan	(2701) 青山醫院-中央廚房設施環境管理組	2701 第4級-男廁	2701 Maxim's Work Order	男廁更換光管一枝			
60	Tsz Kin Chan	01 Feb 2017 14:00	02 Feb 2017 10:06	02 Feb 2017 11:50	Completed	Helen	(2848) 屯門醫院主座職員餐廳	2848 第4級-其他	2848 Maxim's Work Order	水吧更換星盆下電掣			
59	Tsz Kin Chan	01 Feb 2017 12:00	02 Feb 2017 10:06	02 Feb 2017 11:49	Completed	Mr Tse	(2702) 青山醫院病人餐務部	2702 第2級-保溫櫃	2702 Maxim's Work Order	飛機牌保溫櫃插頭壞			

**Job History can be exported to PDF and Excel**

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# TourTrax – 4M's



Microsoft Hosting



Multi-Platform



Multi-Vendor



Multi-Carrier