

McCray Global Protection's Technology Overview



The next few pages will detail the features of our guard management software and the ways in which it enhances the service that we provide to our customers. Our guard management software gives our customers real-time insight into what their security officers are doing while in the field. Detailed reports that can be generated from this software help our customers pinpoint where their largest risk and liability is at a particular location. If you have any questions about our guard management software and its functionality, please feel free to reach out to our Sales team at any time.

Thank you!

Silvertrac

How it Works (An Overview of McCray's Software)

While using any Android or Apple mobile device, Officers in the field can:



Report Incidents



Update Daily Activity Reports



Include Photos & Audio Files



Scan Checkpoints



Receive Tasks & Reminders



Communicate with Dispatch



Clock In and Out



Issue Warnings & Violations

All of this information is GPS tracked and available in real time in the Issue Monitor



Dispatchers, Supervisors & Admins



Maintenance Teams & Vendors



Local & Regional Facility Managers

Reporting Capabilities of McCray's Software

We use smartphones and tablets with quick and simple drop down reporting menus to streamline our reporting, maximize our on-site visibility, and reduce your risk and liability.

Instead of traditional hand-written reports, our officers are provided various reporting options that enable them to report easily throughout their shift.

- Issue types can be *completely* customized and worded for your industry and specific property.
- At your choosing, any issues or incidents reported can trigger a notification to the necessary parties (i.e. managers, maintenance supervisors or teams, and issue specific vendors).
- All issues are prioritized based on the scope of service at each property and according to your needs.
- The remainder of this presentation will show the types of reports that our software can generate. The types of reports that will be sampled are: Daily Activity Reports (DAR), Incident Reports (IR), and Issue Summary Reports (ISR)



Sample Reports: Daily Activity Report (DAR)

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Daily Activity Report

Start: Feb 15, 2017 10:32 AM

End: Feb 16, 2017 10:32 AM

Sample Company Name

Wed Feb 15, 2017 1:05 PM

(S) Property Patrol

121977602

Shopping Plaza
1375 Cherry Hill Road
Location: Property
Unit:

1:10 PM John Doe - Officer checked the loading dock area for any safety hazards or concerns including obstructions to the loading dock, improper use of the area, fire hazards, or other issues of concern. All issues will be noted under the appropriate issue type.

John Doe

(S) Level 3



Wed Feb 15, 2017 1:00 PM

(S) Vehicle Towed

121975466

Shopping Plaza
1375 Cherry Hill Road
Location: Parking Lot
Unit:

1:00 PM John Doe - Officer called A-to-Z towing company to have a vehicle towed that received 5 previous warnings. Property manager approved the tow over the phone.

John Doe

(S) Level 2



Wed Feb 15, 2017 12:37 PM

(S) Vandalism

121975805

Shopping Plaza
1375 Cherry Hill Road
Location: Loading Dock
Unit:

12:38 PM John Doe - While patrolling the loading dock I found a group of five kids 14-20 years old spray painting one of the dumpsters.

12: 55 PM Alex Smith - After further communication with the officer we learned that seeing the officer on patrol scared away the group of kids. The officer didn't have a chance to speak to the kids before they rode off on their bikes. A full description of the kids will be gathered by the officer as soon as possible.

John Doe

(S) Level 1



Wed Feb 15, 2017 12:13 PM

(S) Bike Storage Patrol

121974183

Shopping Plaza
1375 Cherry Hill Road
Location: Orchard Bike Rack
Unit:

12:30 PM John Doe - Patrolled the bike storage area and found a bike parked outside the cage without a lock. I'll do my best to keep eye on it until the owner comes back.

John Doe

(S) Level 3



Wed Feb 15, 2017 12:06 PM

(S) Pass Down/Action Items

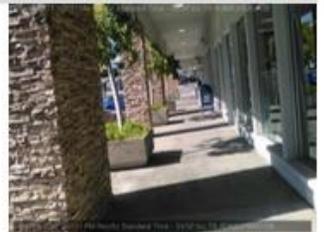
121972603

Shopping Plaza
1375 Cherry Hill Road
Location: Property
Unit:

Reported: Task Description: Your first issue must be posted no later than 10 mins after you clock in for your shift.

John Doe

(S) Level 3



***The DAR (Daily Activity Report) is used to provide our customers with a snapshot of what their officers are doing while in the field. Our clients can access this report at any time from a customized client portal or choose to have it automatically delivered to them at a date and time of their choosing.**

Sample Reports: Incident Report (IR)

Security Report

#98430827

Issue Type

Noise Disturbance

Status

Closed

Property

Colonnade Apartments
444 Sample Street
Los Angeles, CA 90210

Location

Clubhouse

Issue Timeline

Created	Tue 08/09/16 06:16 PM	Bernard Kajila (G)
Assigned To	Tue 08/09/16 06:16 PM	Bernard Kajila (G)
Acknowledged	Tue 08/09/16 06:16 PM	Bernard Kajila (G)
Arrived At	Tue 08/09/16 06:16 PM	Bernard Kajila (G)
Closed	Tue 08/09/16 06:17 PM	Bernard Kajila (G)

Additional Details

Reported By	Cecilia Jones 444 Sample Street Los Angeles, CA 90210 Unit 345 888-555-1234 myemailaddress@generaldomain.com
Assigned By	Bernard Kajila (BKAJLA)
Problem Address	444 Sample Street Los Angeles, CA 90210
Problem Unit	305

Reported Detail (Information reported from a web user, dispatcher, or a system generated note)

Resident in unit 345 called into dispatch to report a noise complaint regarding unit 261. There are reportedly 10-15 people in the unit and spilling out into the walkway with loud music playing and open alcohol containers. Officer is in route to the issue.

Notes (Information reported by an officer in the field or any notes added by authorized users after the issue is created)

Tue 8/9/2016 6:17 PM - Bernard Kajila (G)

When I arrived to unit 261 residents immediately started to disperse. I spoke with Alex and confirmed that he was the owner of the unit. He agreed to shut things down and to keep the noise to a minimum. I told him I would come back by in 30 minutes to check on things. He was very courteous and agreeable.

Tue 8/9/2016 6:17 PM - Bernard Kajila (G)



Tue 8/9/2016 6:17 PM - Bernard Kajila (G)



***An Incident Report is filled out by a security officer whenever something unusual occurs during his/her post. For example, if one of our security officers catches a shoplifter at a retail location and notifies the police, he/she will report the incident using our software. As soon as our security officer reports this incident, our customer is immediately notified.**

Sample Report: Issue Summary Report (ISR)



Issue Summary Report Sample Company Name Downtown Center

Start: Jan 01, 2017 09:45 AM
End: Feb 17, 2017 09:45 AM

Issue Type	Total	Comp	Pend	Issue Type	Total	Comp	Pend	Issue Type	Total	Comp	Pend
Property (S1)	3	0	3	Check Door (S3)	2667	2667	0	Officer Arrived On Site (S3)	94	94	0
Disturbance Skateboarder (S1)	1	0	1	Check Common Ground (S3)	637	637	0	Officer Departed Site (S3)	83	83	0
Trespassing (S2)	4	4	0	Pump Room Check (S3)	627	627	0	Misc. Notes (S3)	10	10	0
Loitering (S2)	3	0	3	Elevator Check (S3)	623	623	0	Check Common Ground (S3)	7	7	0
Found Open Door (S2)	3	3	0	Officer Left to Patrol (S3)	235	235	0	Disturbance Narcotics (S1)	2	0	2
Transient on site (S2)	3	0	3	Officer Returns From Patrol (S3)	212	212	0	Police dispatched (S1)	5	0	2
Disturbance (S2)	1	0	1								

Total Reported 220
Total Completed 202
Total Pending 18

Total Level 1 4
Total Level 2 14
Total Level 3 5202

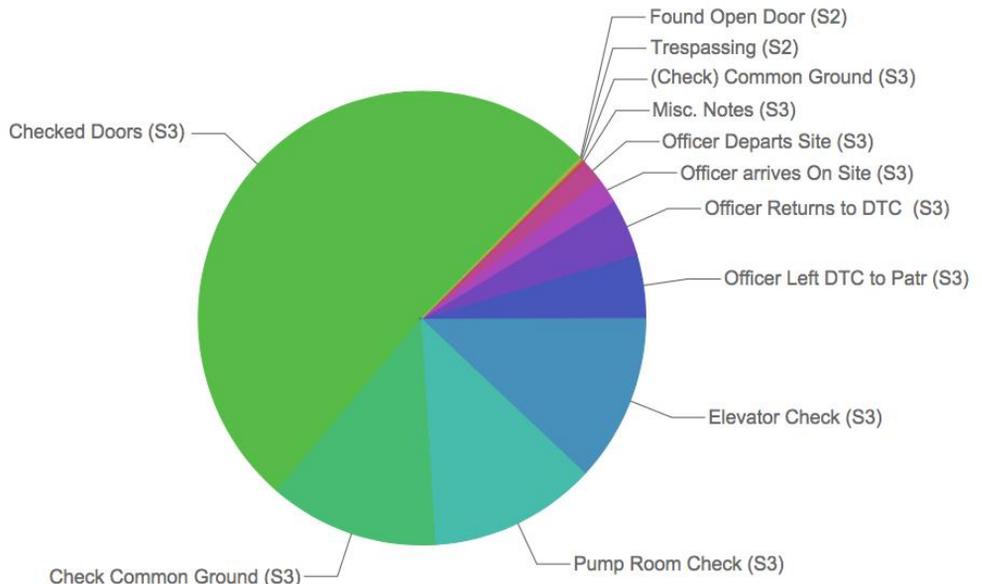
Report Run: Feb 17, 2017 09:48 AM



Issue Summary Report Sample Security Company Downtown Center

Start: Jan 01, 2017 09:45 AM
End: Feb 17, 2017 09:45 AM

All Issues



***An Issue Summary Report provides our customers with a breakdown of the most common types of issues that are occurring at their location(s) within a specified period of time. Many of our retail clients benefit from this report because it allows them to see, for example, a breakdown of how many shoplifting incidents occurred at a particular location in the past month.**

Report Run: Feb 17, 2017 09:48 AM