

# Implementing GUARD1 Real Time

**GUARD1**





# GUARD1 Real Time: The Implementation Process



## Sales Agreement

The Sales Agreement and your organization's purchase order mark the beginning of the implementation process. GUARD1 will prepare any hardware your system will require – mobile devices, tags, personal alarms, etc. – and schedule these items for shipment.



## Project Summary

Your GUARD1 Sales Manager will summarize the goals and any important notes discussed during the sales process. You should review these goals and objectives and add or change them to make sure the project will meet with your plans.

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## Kickoff Meeting

The Kickoff Meeting is your opportunity for bringing your project team on board. For GUARD1, it is the formal transition from your Sales Manager to your Implementation Manager, who is responsible for your project from Kickoff to Go Live.

The Kickoff Meeting will identify goals and responsibilities, and set target dates for your project. Before or immediately after the Kickoff Meeting, your IT contact should complete the GUARD1 Deployment Guide for IT, supplied by your Sales Manager.

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## System Preparation

System preparation may involve setting up a server, integration with a JMS or other external system, and other steps that will involve your IT or operational staff such as setting up WIFI. This is the stage of the project where you can best ensure success for your GUARD1 system.

## Establishing WiFi For IP Downloaders & Docking Stations

GUARD1 Mobile Device users will need an available network port for each docking station. We strongly recommend that you connect the GUARD1 Mobile Devices via WIFI to your on premise server or to your GUARD1 Hosted server in the cloud. If you don't have WIFI, your GUARD1 Mobile Devices will require that you dock the GUARD1 Mobile Device in the docking station to log in and to log our as well as to receive any GUARD1 reminders or notifications.

IP Downloaders will need one network port for each one. The IP Downloaders need to be able to transmit the PIPE data via port 50150 to your on premise server or to your GUARD1 Hosted server in the cloud.



## System Deployment

Depending on the GUARD1 features you have selected, system deployment may be as simple as mounting a few checkpoints within your facility. If you are tracking inmates or deploying personal alarms, special cabling and configuration may be required.

The deployment tasks are identified in the Kickoff Meeting.



## Training

Your Sales Manager and Implementation Manager will work with you to develop a training plan for your supervisors and staff, to help you achieve the goals you have set for your GUARD1 system.



## Go Live

Go Live is the milestone you have been working toward. For your team, it will be a big step forward. Your staff will move from a paper system or an older system to GUARD1. Depending on the features you have chosen for your system, the GUARD1 team will support you remotely or on-site.



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## System Acceptance

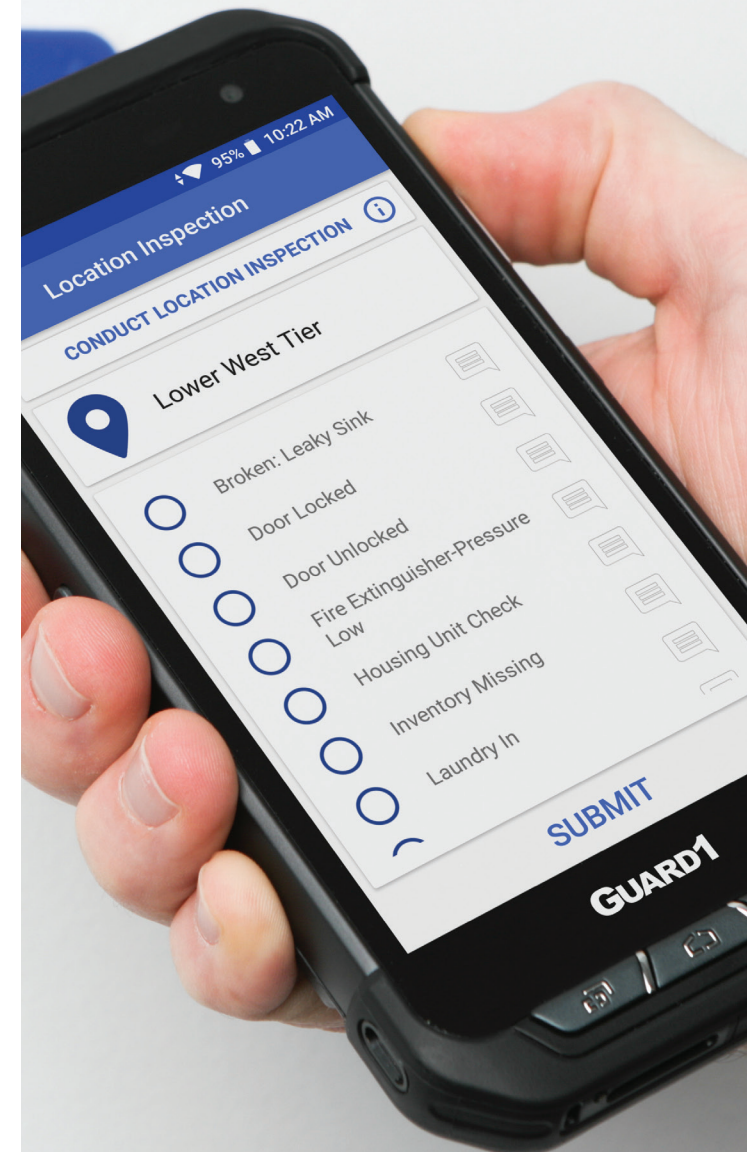
Your GUARD1 Implementation Manager will continue to work with you during the weeks after your Go Live to address any issues and provide additional assistance or training. Once the system is working as expected, System Acceptance is the formal step that completes the Implementation Process.

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## Success Management

At System Acceptance, a Customer Success Manager will be assigned who will continue to check-in with you, work with you on an ongoing basis, and schedule additional training for new staff.

We look forward to an ongoing partnership.





# Three steps you can take to ensure a successful GUARD1 deployment

## Project Champion.

The most important key to a successful GUARD1 deployment is a project champion who is engaged and involved. Your Project Champion can make sure that the project goes smoothly, staff are informed, and your facility is ready to take advantage of all GUARD1 Real Time can offer.

## Hosted System.

A hosted system is managed by GUARD1. As a result, the effort required of your IT staff is minimized. Your hosted system is normally set up and ready within a few days. A hosted system implementation typically takes days or weeks, compared to possibly months for an on-premises system. This is especially true if you must rely on your IT staff to set up a server, obtain and configure a SQL Server database, and take on additional deployment tasks. Unless you have reasons that require an on-premises system, we recommend a hosted system.

## Staff Communication and Training.

Make sure your staff understands how GUARD1 will simplify their job, provide documentation for their many tasks, and protect them from liability. Make time available before and during Go Live for proper training. Use and distribute GUARD1's training materials and job aids. This is an exciting time for your organization! Proper communication and training will make your GUARD1 system a success for your team and your facility.

# GUARD1 Configuration Task List

These are typical tasks for a GUARD1 Real Time implementation. Your Success Manager will review and customize the standard Statement of Work at the beginning of your project, and will work with you to complete these steps.

## **Integration.**

Your records management system vendor, or possibly your IT staff, will create an export file that meets GUARD1 requirements.

## **Duty Posts.**

Define the areas your staff will be responsible for, and create duty posts in GUARD1.

## **Housing units and other zones.**

If not provided by your integration, add housing units and zones to GUARD1.

## **Locations.**

Checkpoints will be mounted at locations you define, and these locations will be commissioned with a desktop or mobile reader after they are added to GUARD1.

## **Beds.**

(Optional) If not provided by your integration, add beds.

## **Observations.**

Define the observations you will use. Rules. Add Time Between and Calendar rules to GUARD1.

## **Reports.**

Run reports to confirm your GUARD1 Real Time system setup.

## **Activities and Handouts.**

Define and add the activities and handouts used in your facility.





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