



**TARGETSOLUTIONS**



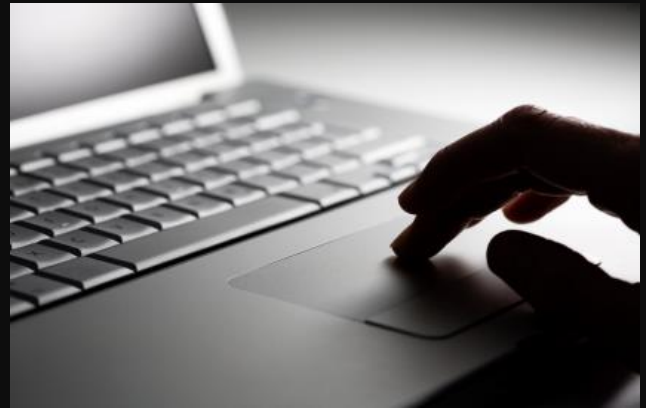
## Platform Reference **Waukesha Fire Department**

Prepared for Assistant Fire Chief, Joseph Hoffman

10/30/18



**Preparation is vital in making firefighters effective and safe. That's why we're committed to building innovative solutions that increase productivity for the fire service.**



## **TargetSolutions :: Premier Membership Platform**

TargetSolutions is a web-based platform that enables organizations to maintain compliance, deliver curriculum and track training. The platform can be configured to your organization's specific needs. It is Internet-based and accessible through a unique URL path. Administrators manage the website on behalf of their organization and have access to the platform's powerful applications. The platform is constantly upgraded through development and testing by our team of technical developers.

### **Platform Highlights :: Technology with a Purpose**

>>> **TargetSolutions** features the industry's most dependable and powerful cloud-based system. TargetSolutions delivers 99.95 percent uptime, delivering a fast and reliable experience for users. TargetSolutions' backup datacenter has been strategically positioned, securing production infrastructure.

>>> **TargetSolutions'** low-cost approach gives departments of all sizes the opportunity to achieve significant savings. We offer hundreds of courses, covering critical EMS training, emergency vehicle operations and NFPA-approved content. With TargetSolutions, you can take courses 24/7 and employees can train on their own time, at their own pace, dramatically increasing retention.

>>> **TargetSolutions'** records management system is powerful, engaging and easy to navigate. You'll be able to streamline your operations by creating and delivering customized content and delivering it online. You will always know your department's progress and have the means to achieve your training and compliance goals.

>>> **TargetSolutions** makes it easy to stay compliant with licenses, certifications, qualifications and anything else that expires. With our platform's alert notifications, nothing slips through the cracks. You can create any type of activity or communication imaginable, deliver it to your personnel and ensure accountability with e-signatures. You can also track all types of training activities and assignments and generate comprehensive data reports for reporting training records.



# TargetSolutions :: Learning Management

TargetSolutions' learning management system makes it possible for administrators to assign and deliver online training courses and custom-made activities to their users. The system also provides the ability to track, document and report assignments.



**Organization & User Profiles (Management Tools):** Administrators of organizations can easily manage users' access to the platform. Administrators can add users, delete users, modify user profiles, reset passwords, modify their organizational profile, define organizational categories, create groups and modify groups. Administrators can also assign "supervisor" rights to specific users.



**Assignment Scheduler (Course Delivery System):** Administrators are able to assign anything from the platform's robust online training library with the platform's Assignment Scheduler. They can also deliver specially created Custom Activities. Administrators are able to create new assignments, assign activities and modify and remove old assignments.



**Notifications:** Administrators can create e-mail alerts to notify administrators and users when an assignment is approaching. In addition to e-mail alerts, the platform features a prominently displayed Notification System (one for both users and administrators) on the home page that warns when an assignment needs attention. Users and administrators will receive alerts regarding upcoming expirations and deadlines for credentials, events, courses and activities. The platform generates an optional monthly e-mail to all users that serves as a reminder and summarizes course assignments.



**Reports:** Administrators can run reports on completed assignments, incomplete assignments, users, credentials, certificates, etc. They are able to save reports, recreate popular reports and specify output columns. They can also stay informed on their organization's progress completing courses and activities by monitoring assignment data that automatically filters onto the Dashboard.



**Custom Logo:** TargetSolutions' home page features an editable box where administrators can easily upload their organization's custom logo onto their home page.



**Community Resources (Resource Sharing):** Administrators can access training videos, organizational policies, inspection forms and much more from other departments across the country with Community Resources. Shared material can be downloaded, customized and delivered through the Assignment Scheduler. Community Resources consists of two sections: "Top Files" and "Top Videos," which are determined by a combination of popular views and resource ratings. The search engine gives administrators the ability to browse TargetSolutions' database of content.





**File Center (Organizational Resources):** Organizations can store important departmental resources, including SOPs, training videos and more in a secure and centralized online location in the File Center. With TargetSolutions, organizations have 100 megabytes of space for storing files. Administrators can post documents that are only visible for other administrators. The ability to upload and delete files is only granted to administrators, but all users will be able to access files that are uploaded.



**Calendar:** Using the fire industry's standard color-coding system, administrators can manage shift schedules. Users can access pending assignment data and important notifications with this application.



**Bulletin Board:** Administrators can post announcements and department news for their entire organization to view in a centralized online location.



**Forums:** The platform features a web-based discussion board that provides a centralized online location where an organization's administrators and users can discuss issues and trade ideas. Administrators have the ability to edit and delete posts without help from TargetSolutions client services team.



**Events Manager:** Administrators can create, schedule and track organizational events, including instructor-led training events, live meetings, etc. This tool gives administrators the ability to track user registration for events and set e-mail reminder alerts. Administrators can access registration and attendance records and set up event alerts. Users can view details of previous events they have enrolled in, events that are open to enroll in, previously attended events, and personally created events.



**Custom Content Delivery & Tests:** Administrators have the ability to create, assign and manage the delivery of web-based content. Administrators can deliver policies, SOPs and all other communications and ensure accountability by requiring employees to use an e-signature to verify receiving activities. Administrators are able to track completions and run reports with complete data. Tests are created with Test Builder and attached to activities created with the Activities Builder. Administrators can gauge employees' comprehension of material by creating and delivering automatically graded tests. Tests can be attached to activities and assigned to users.

## TargetSolutions :: Records Management

TargetSolutions records management system makes it possible for administrators to track and report on all types of training assignments and activities. The powerful tools help organizations "Go Green" and streamline their efforts, making managing personnel and remaining compliant more efficient.





**Daily Training Log:** Administrators can effectively track “daily drills” with TargetSolutions. The platform comes with 19 pre-made drills that administrators can utilize – or completely customize – in order to meet mandatory organizational requirements.



**Inspection:** Administrators can stay informed on the status of a crew’s equipment and gear by assigning activities that mandate routine analysis of Self-Contained Breathing Apparatus, Personal Protective Equipment, Fire Truck Equipment and everything else under the firehouse's roof.



**Post-Incident Evaluation:** With TargetSolutions, administrators can create activities for employees to complete after an incident. It’s easy to keep historical records of incidents and utilize the reports for future training opportunities.



**Activities Builder:** TargetSolutions’ powerful application empowers administrators to track and record all types of data in a single system. Create programs specific to your department’s needs with this highly customizable application. Activities Builder gives administrators the ability to quickly and effectively deliver activities to employees. Activities can be used to assign, track and review documents stored in the Resource Center, including tasks, inspections, surveys, instructor-led training sessions and more.

## TargetSolutions :: Career Tracking

TargetSolutions’ career-tracking applications make acquiring the necessary education and training to meet mandated requirements more efficient. The platform’s powerful tools keep administrators informed so nothing will ever go unnoticed.



**License Management:** Whether it’s a driver’s license or any other type of license you need to track, TargetSolutions makes it easy and efficient. Alerts and notifications will keep users and administrators informed when expiration dates approach or pass.



**Certification & Qualification Management:** Both administrators and users can track and maintain credentials, certifications, qualifications and all other types of information. Everything can be tagged with an alert or e-mail notification so it won’t go unnoticed.



**ISO Tracking/OSFM** TargetSolutions makes complying with important audits, like ISO’s annual review, easier than ever before. In fact, ISO reporting has been termed “seamless” by our clients. TargetSolutions provides access to ready-made and customizable training templates created just for ISO. After delivering



these activities to personnel, TargetSolutions' tracking system enables administrators to generate comprehensive reports when ISO comes to analyze training records.



**Skill Sheets & Task Books:** With TargetSolutions, departments can operate at their highest level. Administrators can create activities to test skills and track results electronically. They can create Task Books to test employees and ensure they are on track for achieving professional growth.



**ARFF Tracking:** Administrators can easily track Aircraft Rescue & Fire Fighting training data and hour accumulation, plus deliver the FAA's ARFF Training DVD. You'll have access to 15 activities that have been recommended by the FAA.



**Credentials:** Track and maintain any credentials, certifications, qualifications and all other types of information. Everything can be tagged with an alert or e-mail notification so it won't go unnoticed.

## TargetSolutions :: Online Training

TargetSolutions provides course bundles, including HR & Employment Practices, OSHA & Compliance, Driving Safety, NFPA/Fire/EVO and EMS Recertification. All of these bundles are available with the Premier Membership Solution. Courses are consistently updated with new information and multi-media interactivity.



**HR & Employment Practices:** An overview of employment practices encountered in the workplace, including sexual harassment, hiring and termination, discrimination, evaluation and documentation. TargetSolutions offers AB 1825 Sexual Harassment and AB 1234 Ethics Training that meet important requirements in California. Courses are assigned through the platform's LMS.



**OSHA & Compliance:** TargetSolutions offers courses that comply with OSHA and other federal and state regulatory agency training mandates. These courses help eliminate logistical issues inherent with traditional training methods for these topics.



**Driving Safety:** TargetSolutions delivers the answer to your driver safety training. You will be able to reduce motor vehicle losses with courses designed to change unsafe driving behaviors and reinforce safe-driving concepts.



**NFPA / Fire / EVO:** TargetSolutions' library features courses based on the NFPA codes and standards, including NFPA 1001, 1021, 1410 and the 1500 series. We also offer approved courses covering wildland fire, emergency response to terrorism, first responder operations level refreshers and emergency vehicle operators.





**EMS Recertification:** First responders and EMTs of all levels can complete their continuing education requirements on our platform. TargetSolutions offers more than 160 hours of EMS training accredited by various regulatory agencies.

## TargetSolutions :: Client Support

TargetSolutions values your business and will prove it to you every single time you need our assistance. We are dedicated to providing customer service that exceeds our clients' expectations.



**Implementation and Ongoing Support:** As a TargetSolutions client you have full access to our Client Services Support Team. You'll be appointed a TS liaison to help navigate rollout and ongoing support of the platform, answer account-related questions and provide additional support as it is needed. Our team of Customer Service Representatives is available to answer questions via Live Chat Support or our general customer service line. Clients' requests are responded to during normal business hours (8 a.m. to 5:30 p.m., PST). After-hours emergency support is available by calling toll-free at 800.840.8048.



**Extended Support Services (Help System):** TargetSolutions provides an extensive online multi-media help system with detailed step-by-step instructions for each operational activity on the platform. TargetSolutions also provides user manuals, video tutorials, and answers to frequently asked questions. In addition, TargetSolutions may provide in-person training workshops at various times throughout the year.

## TargetSolutions :: Additional Options at Added Cost

In addition to the features listed in this document, TargetSolutions offers additional options and upgrades.



**Web Events:** Web Events gives organizations the ability to conduct online meetings with remote participants — all from within the TargetSolutions platform. Web Events features screen sharing, video conferencing, live chat, and VOIP. In addition, TargetSolutions' Events Manager helps organizations manage invitations, track registrations and run attendance reports.

## TargetSolutions :: Proposal Summary



This proposal outlines the benefits, features, services and applications TargetSolutions will provide to the Client named below along with payment terms. Confirmation is required to customize the TargetSolutions' platform and begin the implementation process.

**Company:** TargetSolutions

**Client (Organization/Department):**Waukesha FD

**Start Date:** TBD



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solutions that increase productivity for the fire service.**