

iTrak[®]

Incident Reporting and Risk Management Platform



Flexible and Scalable

- Modular architecture enables clients to effectively customize the system to meet their specific reporting needs
- Lite, Enterprise and Software as a Service (SaaS) configurations
- Multi-language options
- User defined customizable drop downs

Cost Efficient

- Scalable client/server architecture provides a single centralized database for multiple properties
- Integrated subject, personnel, contact and vehicle management
- Complete daily log and incident reporting, including auditing and statistics
- Extensive search engine

Easy to Use

- Drag and drop grouping and sorting
- Time based, user, custom filters and favourites
- Colour coded status indication
- Quick, simple and advanced searching
- Built in filtered data visualizations

Secure

- User, department, property and property group security
- Record ownership assignment
- Document logging and control
- Document archiving and record password protection

The iTrak Incident Reporting and Risk Management platform has been designed to provide a highly secure, multi property, multi departmental solution for a broad range of transactions required by Security, Surveillance and Risk Managed departments. The modular architecture of iTrak uses an open software architecture, to not only avoid product obsolescence but to enable rapid integration with related systems.

This approach is consistent with our iView's goal to provide solutions with a centralized, fully converged platform enabling a multitude of transactions and tasks to be handled via a single desktop environment. In a typical environment, iTrak replaces multiple disparate systems into a single enterprise application, providing tangible operational efficiencies and benefits as well as associated economic benefits relating to IT support requirements.

The iTrak platform delivers a comprehensive secure platform for daily reporting, incident management and subject profiling, with the ability to provide complete investigation management, reporting, interviews, risk analysis and assessment, personnel, briefing and more. Ideal for any risk managed or loss prevention environment, iTrak delivers quick, accurate analysis with comprehensive graphing and statistics, pinpointing liabilities and controlling losses and insurance costs.

In today's fast paced multi-facility environments, entering, managing and analyzing information including logs, incidents, property and personnel is a daunting and complex task. Risk managers, security officers and loss prevention professionals are charged with supervising and maintaining increasingly complex information with total accountability.

Designed from the ground up with end user input, the iTrak Incident Reporting and Risk Management system has been tailored to suit multiple business environments including command and control, dispatch and security management.

The iTrak Incident Reporting and Risk Management System provides security and surveillance departments with a complete integrated risk management tool. It replaces traditional inefficient and unreliable paper based systems, enabling more effective deployment of available resources. Its modular design enables purchasing of the relevant modules required for a specific application environment, while offering a complete upgrade path for larger applications.

Daily Security Reporting and Briefing

iTrak's daily log and briefing modules allow entry and assignment of routine activities with the ability to escalate to a full investigation. Automated daily log numbering, occurrence time and date and user auditing ensures information is entered consistently and accurately.

All related escalated investigations are displayed under the selected daily log entry with specific incident details, including unique incident file number, time and date of report, incident type and status.

Built in configurable drop downs allow customization and standardization for individual and global property locations. Linked reporter details also provide easy access to reporting contact information. iTrak's daily log also provides complete password protection, user and group exclusivity (confidentiality) and archiving capabilities. This ensures that sensitive information remains protected and private for individual users or groups.

iTrak's briefing log module is a simple yet effective method of calling meetings, assigning incident follow-ups and providing shift or passing on user specific task information. Briefing entries can span multiple days and appear on the home page during the selected time frame with associated colour coding for expiry date timing, ensuring that users are aware of specific deadlines and outstanding tasks.

Briefing entries can be assigned to all users on the iTrak system, specific properties or selected individuals on the system. When assigned to individual users, the selected individuals will be the only ones to see the briefing entries on the home page when logged in. This ensures that tasks and incident reporting follow-up information is completed in a timely fashion.

Incident Management

iTrak's incident reporting module provides detailed incident management and workflow including creation, classification, follow-up and closure. iTrak's simple who, what, when and where approach provides concise reporting with the flexibility and power to add specific incident and custom Adobe® PDF form detail via the iTrak Form Library. This can include company and department specific information such as accident, claim, environmental, evidence, hazard, uniform crime reporting, use of force and any specific enterprise forms.

Additional incident information is easily added/created via the participants tab for involved parties and associated roles, attached records (such as vehicle involvement), savings and loss, secure supplemental incident reporting and integrated media management via the iTrak Media interface. This provides the ability to attach or link media such as incident images and references to the record with thumbnail views. These may include multiple file types including TWAIN, images, word documents and DVR/NVR footage.

Output support includes export to Microsoft® Excel, Word and Adobe® PDF for further analysis. Incident files can be placed under password and shared user management and archived when complete. This ensures sensitive information remains protected and unalterable.

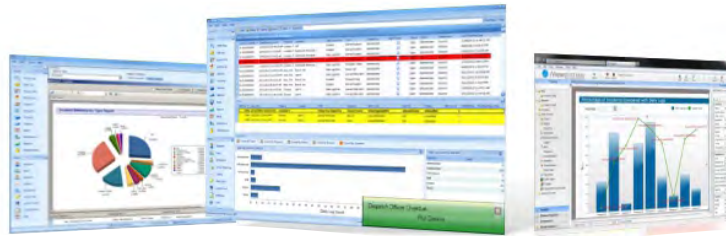
Alerting & Notifications

The iTrak platform provides integrated alerts and notifications, allowing specific interactive exception pop-ups or advisement such as overdue dispatch arrivals or license plate matches on known subjects and vehicles. The notification module allows manual, live or scheduled e-mail or outbound interaction to third party systems based on configurable criteria from individual reporting modules for incident status change, incident type creation, or most other module selection criteria. This allows for event driven notifications to be sent for various activities throughout the system in regards to incidents, security logging or people of interest to selected users or groups.

An alerting message can be triggered when a certain set of conditions are met. For example, when a new work order is generated, an alert can be displayed to all users with the associated permissions to see that alert, regarding a new or outstanding action. Using the alerting interface, selected

users are able to click on a popup alert, while writing a security report or managing a dispatch and deal directly with the exception and return directly to the current security report or process, once the alert is cleared or documented.

iTrak's Notifications are automatic e-mail prompts that are sent to one or more people based on an iTrak event, activity or status. Users can set up "live" notifications, which are sent when an event occurs (e.g. when a record of a certain type is created, changed, or deleted), or "scheduled" notifications, which are sent at regular intervals (e.g. daily, weekly, monthly, etc.) for records that are overdue or require action. Additional integration for third party system communication can be accomplished via module specific "user interface" selection for mass notification or dispatch closure, for example.



All notifications are logged when they are sent. Through the notifications module you can also "force" a scheduled notification to run at any time or as needed.

Visualization and Statistics

The iTrak incident Reporting & Risk Management Platform includes built in visualization capabilities as an integrated reporting function. These in-grid data visualizations provide chart data with drill down functionality with the ability to print and export in Adobe PDF or as images. Visualizations are currently available for the Daily Log, Incident File, Dispatch, Lost and Found, Gaming and Alert Modules.

These visualizations include information specific to each reporting module and user based on favourite filters on the system. Users can customize the visualizations based on topics, properties, status, operator and more logical or other reporting criteria for each module. This reporting data is logically secured by each user's role and associated permissions, providing secure role based analytics.

Specific capabilities include a variety of metrics such as property, status, priority, operator, location, savings and loss and many others.

Best Practices

In today's large multi-departmental company environments, managing, publishing and maintaining company best practices, policies and procedures can be an arduous task. Security, safety, human resources and other personnel tasked with maintaining paper manuals must deal with a process that is time consuming, expensive and outdated.

The iTrak Best Practices Module provides an online centralized repository to store company best practices, policies and procedures, safety and other workplace information from Microsoft Word and other formats. These in turn are immediately available to all iTrak users on the system with no requirement to maintain, print, copy and ship paper manuals.

The iTrak Best Practices Module allows for event specific policy and operating information to be loaded and maintained in a format that end users can access and search to determine and follow standard company procedures within the iTrak daily log, incident file, subject and personnel modules.

Anything that is pertinent to the company from a reference or policy perspective can be maintained and easily searched so that any event that occurs is dealt with and documented to company standard guidelines. This ultimately increases policy and procedural adoption, awareness and implementation by relevant employees.

PDF Form Library

The iTrak PDF Form Library allows customized **Adobe® PDF** forms to be created to match government, jurisdictional, company, department and many other forms used in incident management environments. These forms eliminate the need for maintaining separate paper based information and electronic reports.

iTrak Forms Library can be configured to link to existing iTrak Personnel, Contacts and/or Subjects for selection and pre-population of the involved parties. This provides a seamless reporting process for iTrak users and ensures that all required information and people are captured as part of an investigation.

iTrak Forms Library also provides increased security by adding iTrak permissions to each form to ensure only necessary departments and users can create, edit or view the form information itself.

Once the individual is chosen, they are auto attached to the incident file as a participant to ensure that the full history of all of their incidents is maintained.

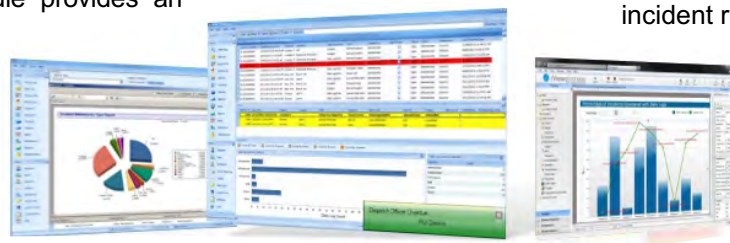
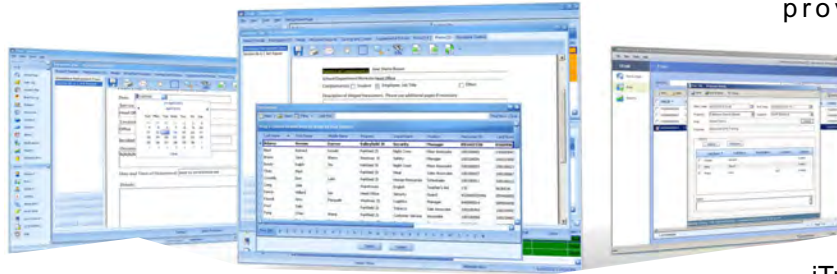
iTrak Form Library can also be configured to auto attach to incidents based on any incident criteria setup by an administrator. Administrators can then setup scenario's where if a user creates a medical incident, for example, the system will auto attach the companies own medical form, accessible by selected departments and roles. This provides a seamless reporting process for users and ensures that all required information is captured as part of an incident report and only visible by selected departments and roles.

Integrated Platform with Open Architecture

In addition to the fully integrated security reporting capabilities of the iTrak

Incident Reporting and Risk Management Platform, iView Systems provides multiple options for additional system integration and interfacing.

The iTrak Software Development Kit, business specific importers and notification options are designed to deliver solutions for automatic and scheduled synchronization and communication into and out of the iTrak platform and support such abilities as; People and Vehicle Synchronization (Human Resource Records, Parking Records), System Automation, Integrated Alerting, Auto Daily Log Creation and Outbound Notification Integration.



REQUIREMENTS

iTrak Client Hardware

- X86 Dual Core @ 2.4 Ghz or higher
- 2 GB min. req. (4+ GB recommended)
- 1 GB available disk space
- 1024 X 768 resolution or higher
- Network Card (Networked installations)
- Mouse

iTrak Client Software

- Microsoft® Windows XP SP2 or higher
- Microsoft® Windows Vista
- Microsoft® Windows 7
- Microsoft® Windows 8
- DirectX 9.0
- Internet Explorer 8
- Internet Explorer 9
- Microsoft Silverlight 4
- Adobe® Reader 10 or higher

Server Hardware

- X86 Quad Core @ 2.4 GHz or higher
- 4 GB RAM (8+ GB recommended)
- 10+ GB available disk space
- (RAID, SCSI with 10+ GB free space)
- 1024 X 768 resolution or higher
- Network Card (Networked installations)
- Mouse

iTrak Server Software

- Microsoft® Windows Server 2003*
- Microsoft® Windows Server 2008*
- Microsoft® Windows 2008R2*
- Microsoft® Windows 2012

* VMWare and Microsoft Virtual PC/Server environments are supported.

Microsoft® SQL Server Software

- Microsoft® SQL Server 2005
- Microsoft® SQL Server 2008
- Microsoft® SQL Server 2012

* SQL licences are not included in the price of the software.

Part Numbers

30-1100A

iTrak Lite: Incident Reporting System. Inc 1 CAL.(up to 10 total max - SQLEx - 10 GB): 1 Property

30-1101A

iTrak Lite: Single CAL (up to 10 total max)

30-1200A

iTrak Enterprise Platform, licensed for 1 physical property, includes 5 CALs (90 day SSA)

30-1200S

iTrak Enterprise (SaaS) - 1 Physical User, SSA, Hosting Included

30-1201A

iTrak Enterprise Additional 5 CAL

30-1202A

iTrak Enterprise Additional 10 CAL

30-1203A

iTrak Enterprise Upgrade from iTrak Lite.

30-1204A

iTrak Enterprise: Licensed Property Expansion Cost / Per Additional Property