A one-stop public safety workforce platform

for managing first responders across their careers

PowerDMS Executive Overview
# Table of Contents

**About PowerDMS** 01  
**Platform** 02  
**PowerPolicy** 03  
  - Benefits & Features 04  
  - Integrations & Add-ons 06  
  - Mobile App 08  
  - Implementation 09  
**PowerStandards** 10  
  - Benefits & Features 11  
**PowerTime** 13  
  - Benefits & Features 14  
  - Implementation 16  
**PowerEngage** 17  
  - Benefits & Features 18  
  - Implementation 20  
**PowerLine** 21  
  - Benefits & Features 22  
  - Implementation 24  
**PowerFTO** 25  
  - Benefits & Features 26  
  - Implementation 28  
**Multiple Product Implementation** 29  
**Customer Success** 30  
  - Award-Winning Support 31  
  - Connect with Us 33  
  - Technical Support 35  
**The PowerDMS Difference** 37  
*Click the PowerDMS logo to come back to this page.*
About PowerDMS

PowerDMS by NEOGOV is the leading cloud-based platform designed to recruit, train, equip, and protect first responders across their careers.

Forged in the public safety sector in 2001, PowerDMS now serves more than 7,000 customers worldwide.

With PowerDMS, public sector organizations can build an ongoing culture of excellence, efficiency, and wellness.

Why Trust PowerDMS?

- 7,000+ customers
- 500,000+ active users
- 20+ years of experience
- 99.95%+ up-time
- 97% customer satisfaction rating

We maintain top certifications

Benefits of PowerDMS

- **Update, distribute, and track policies 4x faster**
  Save time, money, and additional resources with policy management software designed to improve efficiency and reduce liability.

- **Prove compliance to your accreditation standards**
  Reduce accreditation prep time by 50% with task assignments, automated alerts, digital standards mapping, and mock audits.

- **Measure citizen satisfaction and boost morale**
  Collect meaningful data on citizen satisfaction and boost staff morale with direct, positive feedback without lifting a finger.

- **Improve employee health and mental wellness**
  Access completely anonymous support and wellness resources anytime, anywhere with the mobile app.

- **Digitize scheduling and improve transparency across your agency**
  Communicate shift updates in real-time and provide 24/7 schedule visibility with cloud-based time management software.

- **Increase confidence with a standardized training program**
  Ensure consistent training across your agency with a centralized training process that promotes excellence and accountability.
A platform built for the real world

In the real world, your staff, operations, and policies don’t operate in silos. So why should your workforce management software?

With a platform like PowerDMS, you get a complete ecosystem. Key policy and compliance management tools connect and inform one another. Onboarding and training is standardized, tracked, and easily documented. Community engagement intertwines with staff well-being. In other words, PowerDMS brings public safety workforce management to life.

When you add mobile functionality and third-party integrations to the mix, the practicality of our platform for your everyday management needs is second to none.
Paper processes consume valuable time, space, and money. Staying on top of manual policy updates means tracking down everywhere the document exists, making changes one at a time, and hoping you don’t miss something. Maintaining compliance and limiting liability shouldn’t be this hard.

PowerPolicy frees up your agency’s resources with its cloud-based repository, digital collaboration, automatic updates with version control, electronic signatures, and more.
Policy

Policy Management

A secure, cloud-based repository to manage policy and procedure documents throughout the entire lifecycle.

Benefits

✔️ **Update policies 4x faster**

Update your policies and maintain compliance 4x faster, on average, when compared to traditional processes. Save time with automated alerts, collaborate on documents digitally with key stakeholders, and track complete document histories. All this, and more, saves you time.

✔️ **Save $11k in paper and printing**

Our customers save an average of $11,000 in paper and printing costs alone. This amounts to more than 47 trees saved per customer. Not to mention the time saved by eliminating inefficient paper processes. Save money, and help the environment while you’re at it.

✔️ **Build a culture of compliance**

Building a culture of compliance hinges on effective policy management. Communicate critical updates to staff, provide access to policies from any device, ensure one version of each document exists, and understand the relationship between your policies and industry standards.

✔️ **Promote accountability**

Transparent and efficient processes promote accountability. Hold your staff accountable to policies by tracking signatures, building custom tests, and storing document history. Use dashboards to see outstanding signatures, workflows, or tasks in an employee's To-Do List.

✔️ **Communicate more effectively**

Distribute mission-critical information to your staff reliably – whether they are working remotely, on the move, or in the field. Provide 24/7 access to policies and procedures, and verify they have read important updates. Equip your agency to stay open, even in a crisis.

*Ridgewood Police Department*

"As a manager, PowerDMS is an extremely valuable tool to assure that the policies of my department are distributed, read, understood, and available to my staff 24/7/365."

- Joseph Youngberg
Key Features

Secure Central Repository
Get unlimited storage for most file types (up to 100MB per file), including Microsoft Word, Excel, PowerPoint, PDF, JPEG, HTML, and videos. Documents can be easily imported into our system through a simple drag-and-drop feature.

Version Control
When a policy is updated, the previous version is automatically archived and only the most current policy is available to end-users. Administrators can access archived versions at any time to see who signed, edited, and approved them.

Electronic Signature Tracking
Require employees to sign-off on policies, procedures, and other important documents. Capture electronic signatures via username/password, thumbprint, FaceID, or SSO authentication. Track signatures and set automatic reminders.

Powerful Workflows
Create workflows for document reviews, edits, and approvals to ensure consistent processes. Assign stakeholders, determine their role, choose the type of approval required for each step of the workflow, and set reminders.

Intuitive Search
With Google-styled, full-text search, you can easily navigate documents, folders, keywords, and tags to locate policies and procedures. Individual employees can also bookmark the documents they frequently reference for quick access.

Dashboards & Reports
Get a birds-eye view of compliance across your organization. See outstanding signatures, workflows, and tasks on the administrator dashboard. Access any document’s full history of activity with our built-in reporting tool.

Springfield Police Department
“What used to take weeks now takes 24-48 hours to turn around in PowerDMS.”

-Brandy Osborn
Policy Integrations & Add-Ons

Learn more about our most popular integrations and add-ons. Some are included in the platform and others require paid subscriptions. Visit PowerDMS.com/Integrations to see them all.

Public-Facing Documents

Keep your community aware of the most up-to-date policies and procedures without the cost and hassle of making updates through IT. Publish content to your website in seconds with the click of a button. Policies automatically update, only displaying the most current version at any given time.

Training Management

Unify your organization’s policies and practices with training management tools that save you time and money. Store and track certifications, attach comprehension tests to policies, streamline onboarding, and create custom online courses that replace or complement in-person training.

Analytics

Create reports, perform analysis, and gather insights from your organization’s data regardless of your technical skill. Data dashboards and automated reports make it easy to get a clear picture of success and help improve compliance within your policies, standards, and training.

*Analytics is available in three tiers to accommodate various agency sizes and reporting needs.
Integrations & Add-Ons

Learn more about our most popular integrations and add-ons. Some are included in the platform and others require paid subscriptions. Visit PowerDMS.com/Integrations to see them all.

Single Sign On (SSO)
PowerDMS offers SSO as a premium add-on that automatically and securely signs users into the platform using their enterprise username and password. It supports SSO through any third-party identity provider that supports the WS-Federation protocol.

Active Directory / User Sync
Our sync tool is free of charge and securely syncs user and group information to PowerDMS via SSL on a one-time or scheduled basis. This tool can import data from either a .csv file or via LDAP (with Active Directory).

Microsoft Office Integration
Our authoring tool seamlessly integrates PowerDMS with Microsoft Word, PowerPoint, and Excel, so you can use the editing tools your organization already uses and trusts.

OneDrive Integration
If you already manage documents in OneDrive, you can easily import them into PowerDMS for distribution and signature collection.

Google Drive Integration
If you already manage documents in Google Drive you can easily import them into PowerDMS for distribution and signature collection.

MED-PASS Heaton Digital Documents
Long-term care facilities can subscribe to MED-PASS Heaton Digital Document – policies and procedures that meet industry best practices and regulatory requirements.
Mobile App
When policy and compliance documents need to be as mobile as your workforce, the mobile app delivers.

Benefits

Communicate quickly
In times of crisis or unprecedented change, it’s important to get information, especially relevant policy updates, to employees ASAP. Mobile notifies employees of policy changes immediately.

Access policies 24/7
Deliver policies and procedures straight to your employee’s pockets and purses. With 24/7 access from any mobile device, your staff can reference what they need, when they need it.

Handle essential tasks
As a policy administrator with a busy schedule, convenience goes a long way. Take care of essential tasks like document, folder, and user management on the go, at your convenience.

Key Features

Search & View
Employees can search for content by keyword or tag. All content is indexed for full-text search, so results include all documents with a matching word(s). They can view or sign off on various file types from their mobile device: Word, PowerPoint, PDF, Excel, or videos.

Biometric Signature Capture
Mobile eliminates the need for employees to remember a username and password. Signatures are captured via TouchID or FaceID, making PowerDMS a simple and secure way to hold employees accountable. If there’s a test, they can complete it on their device before signing.

Push Notifications
As soon as a policy update is published, mobile users receive a push notification of the new version requiring their signature. This real-time communication helps your employees do their jobs more safely, promotes accountability, and mitigates the risk of non-compliance.

Document & User Management
With the mobile app, convenience isn’t limited to your employees. Manage documents, folders, and user permissions on the go. Publish, archive, or assign documents for electronic signature. Now you can perform essential administrative tasks at your convenience.

Madison County Sheriff’s Office

“"Our users love the mobile app because it puts their policies right in the palm of their hand no matter where they go."

Julie Rosenberg
Plan for Implementation
Duration: 90 Days

01 KICKOFF
Key Stakeholders: Project Lead - Technical Lead - Executive Sponsor
- Kickoff call
- Confirm project contacts
- Self-paced training course in DMS University
- Identify purchased products

TECHNICAL CONFIGURATION
Key Stakeholders: Project Lead - Technical Lead
- Review preliminary documentation
- Schedule a consultation
- Sync your Active Directory
- Enable Authentication configuration (if required)

03 INITIATE USE CASES
Key Stakeholders: Project Lead
- Decide on a folder structure
- Decide on tags and naming conventions
- Upload documents
- Create workflows

04 IMPLEMENT USE CASES
Key Stakeholders: Project Lead
- Decide on group structure to include:
  - Content Creators, Content Managers, Workflow Members, Assignments, and Reports
- Leverage created groups to configure content access

05 GO LIVE
Key Stakeholders: Project Lead
- Complete site configuration
- Work on roll-out resources
- Transition to support

CUSTOMER PROJECT ROLES

Project Lead
Operational lead on the project, works with IC to define goals for the project and stay on track

Technical Lead
Point of contact for any technical aspect of implementation (Ex. CAD, users, authentication, provisioning)

Executive Sponsor
Makes contractual arrangements and evaluates overall success of the project
Preparing for an assessment or survey is a huge undertaking. Cross-checking policies and standards by hand, allocating critical staff resources to preparation, and trying to estimate your agency's level of readiness are daunting tasks.

PowerStandards makes obtaining accreditation — and keeping it — as easy as possible. Spend fewer resources on assessment prep and get ready faster, so your agency can focus on the important work of serving your community.
Accredited status builds trust with the communities you serve and validates your organization’s commitment to excellence.

Benefits

✔ Reduce prep time by 50%

Map your policies, procedures, and proofs of compliance to your specific accrediting body’s standards manual. Our solution is shown to reduce the time it takes to complete a self-assessment or prepare for an onsite by 50% or more when compared to paper-based methods.

✔ Work collaboratively

Assign specific tasks, standards, or chapters to subject matter experts throughout your organization. With PowerDMS, achieving and maintaining accreditation is a shared responsibility, not the sole responsibility of a few people.

✔ Build a culture of compliance

Receive automatic alerts when a policy or standards manual is changed in the middle of the accreditation cycle. Rather than managing static documents, your policies and practices become living, fluid documents. Accreditation becomes a daily practice that weaves into your operations, instead of a monumental task every few years.

✔ Assess accreditation readiness

Set a status for each standard, so you can track and manage progress throughout your re-accreditation cycle. Dashboards and reports make it easy to see how your preparation is progressing.

✔ Reduce onsite travel and expenses

Prior to an onsite visit, an assessor or surveyor can review your documentation online, reducing the number of days needed for in-person interaction. Your organization can digitally highlight specific portions of your documentation to show how it meets the standard requirements.

About Hobbs Police Department

“It used to take us three days for our re-accreditation onsite, but with PowerDMS the time was reduced by half. Since our department has to pay for the food, travel, and lodging of the accrediting assessors, we save by only having to budget for a day and a half, not three days.”

-Amy Cress
Key Features

Dashboards & Reports
Track and visualize progress with dashboards and reports. Executive leadership can view progress at-a-glance or by the percentage complete. Those responsible for day-to-day management can export reports into Excel and drill down into specific tasks or standards that are outstanding.

Automatic Notifications
Receive automatic notifications when a policy changes, so you can verify it still meets the requirements of the standard. Conversely, if a new standards manual is published, you’ll be notified of documentation that may be impacted by the changes. Our side-by-side comparison tool shows you what has been added, deleted, or changed on a policy or standards manual.

Standards Mapping
Map your policies, procedures, and other proofs of compliance to specific standards. For any given policy, view the different standards associated with it. Digital highlighting makes it easy to draw your assessor’s, or surveyor’s, attention to the specific areas within your documentation that meet the standard requirements.

Electronic Standards Manuals
Subscribe to standards from 60+ accrediting bodies, thanks to strategic publishing agreements. Use our professional service to get any standards manual built and published on our platform. When accrediting bodies make updates to their standards manuals, so does PowerDMS. Compare changes side-by-side and view highlighted differences between versions.

Mock Assessments/Surveys
Provide assessors with secure, remote access to your self-assessment or policy manual. Before your onsite, mock assessors can review your documentation, determine a compliance status, and leave suggestions for improvement.

Task Management
Create one-time or recurring tasks to keep your compliance on track. Assign these tasks to an individual or group, and rely on automatic mail alerts to remind employees to resolve outstanding tasks on their To-Do List. Tasks can be carried over from one cycle to the next, saving you hours on your re-accreditation process.

U.S. Mint Police
“PowerDMS provides all the required standards necessary to maintain accreditation at your fingertips. No more maintaining volumes of paper documents searching for specific standards.”

-Tony Kuklinski
Public safety scheduling comes with complexities and nuances that are unlike any other industry. Minimum staffing requirements, 24/7 schedules, staggered shifts, and open shifts or shift trades make the scheduling process difficult. Manual and handwritten schedules simply can't keep up.

PowerTime manages your scheduling with convenient, cloud-based software. Ensure minimum staffing, eliminate overscheduling, communicate updates in real-time, and provide 24/7 access to the most updated schedule.
Personnel Scheduling

PowerTime is the complete personnel scheduling tool for law enforcement, EMS, fire, dispatch, and more.

Benefits

✔ Prevent over-scheduling and burnout

Burnout doesn’t have to be a given in your department. Eliminate over-scheduling, gather reports on who regularly works overtime, and make time-off requests more convenient with the PowerTime solution.

✔ Reduce manual effort and errors

Our automated scheduling solution, designed specifically for public safety, saves you time and effort. Eliminate handwritten errors, ensure minimum staffing levels are met, and create schedules with more speed and accuracy.

✔ Improve communication and visibility

Communicate schedule updates to staff directly from the system. Eliminate duplicate schedules with one centrally-located, digital schedule that can be accessed 24/7 from any device.

✔ Make data-informed decisions

Generate reports that help inform and defend decisions for your department. Use aggregated data to illustrate burnout and staffing needs — how often your staff works overtime, how much vacation each staff member requests, etc.

✔ Simplify payroll and PTO processes

Save significant time and effort on payroll, reducing the process from several days to a quick review and click of a button.

Ephrata Police Department

“PowerTime software has saved our department huge amounts of time. Schedules self-perpetuate, and overtime requests are time-stamped for fairness. The communication blast feature is extremely useful for last-minute coverage needs. It’s as if they thought of everything.”

-Lt. McKim
Key Features

Digital scheduling for public safety
PowerTime addresses the unique needs of public safety schedules — 24/7 coverage, rotating shifts, minimum staffing, etc. The software automatically calculates hours and warns you when staffing levels are too low or when personnel are over-scheduled.

Real-time communication
Send push notifications from the system directly to staff. Ensure relevant team members are aware of the most up-to-date schedule with the click of a button.

Schedule transparency
The system provides 24/7 schedule access to your whole department and to any external agencies you choose through the viewing kiosk.

Convenient PTO management
Manage your department's PTO with multi-tiered approval systems, digital time off requests, and audit trails that track all relevant activity.

Simplified payroll reporting
Collect scheduling data for each pay period and export it easily into the external payroll system you're already using. Personnel can also review their timesheets digitally each pay period, saving significant time.

Over 200+ reports
Leverage over 200 reports on scheduling data to get a clear picture of your department’s operations, including staffing patterns, volume of time off requests, and more.

Clovis Police Dept
"I've dealt with a lot of technology companies over my 26 years, and [you are] the most responsive of them all. Not only are you willing to make changes, you take the time to understand what we're talking about and the problem we're trying to solve. That's rare in public sector software."

-Captain Casida
Plan for Implementation
Duration: 90 Days

01 KICKOFF
Key Stakeholders: Project Lead - Exec. Sponsor
- Kickoff call
- Implementation questionnaire
- Identify user roles

02 TECHNICAL CONFIGURATION
Key Stakeholders: Project Lead
- Create client site
- Load users and personnel
- Apply branding

03 INITIATE USE CASES
Key Stakeholders: Project Lead
- Load schedule-related information
- Establish schedules
- Administrator training (1.5 - 2 hours)

04 IMPLEMENT USE CASES
Key Stakeholders: Project Lead
- Internal launch with select department users
- Q/A session with Implementation Consultant

05 GO LIVE
Key Stakeholders: Project Lead
- Confirm Schedules are set
- Monitor logins
- Transition to support

CUSTOMER PROJECT ROLES

Project Lead
Operational lead on the project, works with IC to define goals for the project and stay on track

Executive Sponsor
Makes contractual arrangements and evaluates overall success of the project
Your agency serves the community with excellence, and most citizens are very satisfied with the service you provide. But you have no way to reliably collect that data or proactively engage and inform your citizens.

PowerEngage does the work for you. It automatically builds community engagement, boosts staff morale, and measures citizen satisfaction to help build relationships and promote positivity. Turn it on and let it run while you focus on serving your citizens.
Citizen Engagement

PowerEngage is the complete citizen engagement and feedback solution.

Benefits

✓ **Understand community satisfaction**

Track satisfaction and identify trends with data from automated text surveys. Surveys are sent after certain interactions and have an impressive 50% response rate (5x the average), giving you a more complete picture of satisfaction in your community.

✓ **Boost staff morale**

Positive feedback and public commendations show staff the positive impact they are making in their community, and their excellent service does not go unnoticed or unacknowledged.

✓ **Keep citizens informed**

The department can automatically keep citizens updated through every step of their case without requiring an administrator or excess time and staffing.

✓ **Improve public relations**

The free press kit and social media guide take the work out of engaging with your community in the ways they’ve come to expect from today’s organizations.

✓ **Attract top recruits**

Engage today’s candidates with technology they’re comfortable using, and create a culture that prioritizes positivity to establish your department as an employer of choice.

"Leveraging modern technology to help build deeper understanding and relationships with our community is a key component when it comes to maintaining transparency and our continued trust-building efforts."

-Chief Neil Gang
Key Features

Text surveys after citizen interactions
PowerEngage automates surveys via text, collecting sentiment from callers, victims, witnesses, and others who have recently interacted with your agency.

Citizen Positive Satisfaction Score (CPSS)
The software aggregates survey results into a Citizen Positive Satisfaction Score (CPSS) that can be tracked over time to illustrate satisfaction trends in your local community.

Real-time commendations
Automatically send positive feedback directly to staff members’ emails, and share public commendations on screens throughout the department.

Automated follow-up
Citizens receive automated communication via text from the software, including step-by-step updates on response delays, pre-arrival information, case investigation status, case number assignment, and more.

Press kit and social media guide
Our easy-to-use press kit and social media guide engage your community with valuable information and positive messages, backed by data.

Digital candidate engagement
Candidates can scan a QR code and immediately engage with a chat that notifies a recruiter and starts a conversation.
Plan for Implementation

Duration: **90 Days**

*Projects with a new technical integration will likely take longer*

---

**KICKOFF**

Key Stakeholders: Project Lead - Technical Lead - Executive Sponsor

- Kickoff call
- Introduce platform
- Identify use cases
- Assign project contacts

---

**TECHNICAL CONFIGURATION**

Key Stakeholders: Project Lead - Technical Lead

- Pre-existing Integration
  - Install data agent and confirm encounter/case flow
- New Integration
  - Work with ENGAGE Engineering to complete work
  - Load user accounts and personnel

---

**INITIATE USE CASES**

Key Stakeholders: Project Lead

- Administrative training
- Identify use cases and timeline

---

**IMPLEMENT USE CASES**

Key Stakeholders: Project Lead

- Confirm incident types for initial launch
- Build out rules/surveys
- Prepare personnel data
- Communicate internally/externally

---

**GO LIVE**

Key Stakeholders: Project Lead

- Activate rules/surveys
- Monitor feedback
- Review measure dashboard and identify future use cases
- Transition to support

---

**CUSTOMER PROJECT ROLES**

**Project Lead**
Operational lead on the project, works with IC to define goals for the project and stay on track

**Technical Lead**
Point of contact for any technical aspect of implementation (Ex. CAD, users, authentication, provisioning)

**Executive Sponsor**
Makes contractual arrangements and evaluates overall success of the project
Law Enforcement is one of the most stressful jobs, with suicide as the leading cause of officer deaths. The lack of wellness resources for law enforcement, combined with the stigma and potential career consequences of using those resources, means officers aren't getting the support they need.

PowerLine is a complete mental wellness app that operates with 100% anonymity. Designed for law enforcement by law enforcement, the app provides support and resources that address the real issues officers face every day.
Officer Wellness

PowerLine is a complete wellness solution made specifically for law enforcement professionals.

Benefits

✔ Prevent crises with early resources

Law enforcement professionals can access confidential resources on their own terms to improve their well-being and mental health before they’re in crisis.

✔ Prioritize wellness

Officers are less likely to burnout and leave your department when you demonstrate their wellness is a priority with benefits that work for them.

✔ Provide anonymous support

Officers get anonymous access to a nationwide community that understands and supports them. The confidential support gives them an outlet to talk through the unique struggles that come with a job in law enforcement.

✔ Build a complete program

Local resources can be incorporated into the app to build your complete wellness program. Consolidating resources means your officers won’t have to track down information or draw attention to the fact they are looking for support.

✔ Understand and support your department

Use aggregated data to measure ROI and gather information on the resources your department accesses the most. Officers’ anonymity stays protected, and you get valuable insights that can drive future wellness initiatives.
Key Features

Law enforcement resource library
Access an extensive library of wellness resources, designed for law enforcement by law enforcement. Officers can browse freely or search by topic for the resources most relevant to them. Examples include how yoga eases job-specific pain, support for officers with difficulty sleeping, and much more.

Topic-driven discussion groups
Select discussion groups by topic and confidentially connect with a group of peers going through the same issues.

Peer volunteer connections
Officers are anonymously connected to a peer volunteer with a similar rank and experience level — someone that knows how they feel because they've been there.

Professional support
The app is supported by professional clinicians. If volunteers encounter warning signs of suicide, clinicians are available 24/7 as an escalation resource.

Existing resource integration
Upload your own local resources into the app to keep all your wellness content organized in one, convenient location that officers can access anytime, anywhere.

Department dashboard
The app's department dashboard aggregates data about how the app is being used. Get information on which resources are frequently accessed by your department, without compromising officers' confidentiality.
Plan for Implementation
Duration: **60 Days**

**Draft** - Subject to change based on completion of the pilot projects

---

01. **KICKOFF**
   - Key Stakeholders: Project Lead - Technical Lead - Executive Sponsor
   - Kickoff call
   - Confirm project contacts
   - Identify user roles

02. **TECHNICAL CONFIGURATION**
   - Key Stakeholders: Project Lead - Technical Lead
   - Create site/enable wellness
   - User upload
   - Set crime stats in agency

03. **INITIATE USE CASES**
   - Key Stakeholders: Project Lead
   - Platform introduction
   - Identify peer volunteer resources
   - Admin training
   - Setup Local Resources, Audiences, and Peer Volunteer

04. **IMPLEMENT USE CASES**
   - Key Stakeholders: Project Lead
   - Pilot launch with select department personnel
   - Q/A session with Implementation Consultant
   - Share application installation instructions and promotional materials within the agency

05. **GO LIVE**
   - Key Stakeholders: Project Lead
   - Complete site configuration
   - Roll out to all users
   - Guidelines for peer volunteer users
   - Transition to support

---

**CUSTOMER PROJECT ROLES**

**Project Lead**
Operational lead on the project, works with IC to define goals for the project and stay on track

**Technical Lead**
Point of contact for any technical aspect of implementation (Ex. CAD, users, authentication, provisioning)

**Executive Sponsor**
Makes contractual arrangements and evaluates overall success of the project
When training methods vary, your agency is vulnerable. Gaps in your employees’ knowledge could lead to serious mistakes. And in the world of public safety, mistakes can be life-threatening.

PowerFTO simplifies and standardizes your training process with a central, cloud-based location for all your training records and evaluations. Progress tracking and electronic signatures give you confidence in the knowledge that every employee has been properly trained.
Field Training

PowerFTO is the complete onboarding and field training solution for public safety.

Benefits

✓ Ensure excellent training
Get visibility on the complete training process, ensuring complete and consistent training to the same high standards throughout the department.

✓ Save time and effort
Simplify documentation and focus on high-quality training when you use training and documentation software built for public safety’s unique needs.

✓ Assess your training program
Strengthen and improve your field training program with data and reports that identify top issues that need to be addressed.

✓ Continue professional development
Develop a robust training program that goes beyond the recruit level, offering professional development and continuing education to your whole team.

✓ Identify excellence or underperformance
Don’t just document behavior. Develop ideal employees when you quickly identify top performers and problem employees with at-a-glance progress reports and in-depth performance data.

“"The addition of this program has helped our FTOs with teaching trainees. And because we have better trained staff, we are losing less officers because they are seeing a positive change in the division.”

-Zachary Carter

Bastrop County Police
Key Features

Training records repository
One easy-to-access, cloud-based location for every facet of the field training process: training manuals, performance evaluations, and all other training documentation.

Employee onboarding
Compile trainee information in one easy-to-access, cloud-based location. The search feature gives you the ability to quickly access any form for any trainee from any device.

Automated training
The system allows trainers to assign tasks, perform reviews, and require electronic signature acknowledgements to keep recruits accountable and on track throughout the training process.

Performance evaluation
Access graphs and data on trainee performance at a high level (phase-by-phase through the program) or with in-depth data reports through the easy-to-use interface.

Data tracking and analysis
Collect data on the effectiveness of your trainers, the performance of your trainees, and where improvements can be made in the field training process. View performance data by phase or access detailed reports.

Robust training options
Add customized training resources to develop programs for supervisors and other levels beyond the recruit. Customize the training to your organization’s unique needs — law enforcement, communications, corrections, EMS, Fire, and others.

Fishers Police Dept
“We still document performance, but it wasn’t the long narratives they were used to. The FTOs complete the DORs in 15 or 20 minutes at the end of their shift, rather than having to write almost constantly their entire shift.”

*Sergeant Wilcox*
Plan for Implementation
Duration: 45 Days

01 KICKOFF
Key Stakeholders: Project Lead - Executive Sponsor
- Kickoff call
- Create client site
- Begin email template roll out

02 TECHNICAL CONFIGURATION
Key Stakeholders: Project Lead
- Set agency groups, shifts, and locations
- Set roles and approval workflows
- Upload user accounts

03 INITIATE USE CASES
Key Stakeholders: Project Lead
- Customers utilize a “train the trainer” model
- Platform overview with customer
- Additional documentation shared

04 IMPLEMENT USE CASES
Key Stakeholders: Project Lead
- Implementation Consultant uses internal tools to monitor the customer site (logins, training workflows)
- Set up a call with Project Lead to answer any questions prior to proper go live

05 GO LIVE
Key Stakeholders: Project Lead
- Users are in the system utilizing templates and approving trainings
- Transition future questions to the support team

CUSTOMER PROJECT ROLES

Project Lead
Operational lead on the project, works with IC to define goals for the project and stay on track

Executive Sponsor
Makes contractual arrangements and evaluates overall success of the project

About
PowerDMS.com    800.749.5104    sales@powerdms.com

FTO Customer Success
Multiple product implementation

Every customer is assigned a dedicated Implementation Consultant (IC) and Customer Success Manager.

If you purchase multiple PowerDMS products, the implementation process will be based on the product you purchase, and your primary IC will schedule joint or separate kickoff meetings with respective ICs to get your other products implemented according to your preferred timeline.

For example:

- If your purchase includes PowerPolicy, a dedicated PowerPolicy IC will conduct the kickoff call, review your requested timeline, and connect you with the respective IC for your other products.

- If your purchase includes PowerEngage and/or PowerFTO, you will have a dedicated IC for both implementations. For any additional products, your IC will conduct a joint or separate kickoff call depending on your preferences and timeline.

- If your purchase includes PowerTime, PowerEngage, and PowerFTO, a dedicated PowerTime IC will conduct the kickoff call, review your requested timeline, and connect you with the respective IC for your other products.

Keys to successful onboarding

**Determine key stakeholders**

We recommend having a defined site administrator, at least one backup administrator, an IT resource, and relevant decision-makers participate in the onboarding process.

**Set priority goals**

You may have purchased PowerDMS to solve several business problems, but it's important to focus on the most critical milestones first. By achieving quick wins, you can ensure your implementation doesn’t drag out and you recoup immediate value from investing in PowerDMS.
Helping you achieve your goals is our top concern. That’s why, instead of having a customer service department, we employ an award-winning Customer Success Team dedicated to your success. When paired with top-notch technical support and opportunities for continued learning, you get a winning combination of services.
Customer Support

Our award-winning, US-based Customer Success Team is available by phone, email, or chat.

We are here to help with product questions, enhancement requests, and general business-process questions related to the use of our software.

We have a team dedicated to helping you meet your goals. We never outsource your success. As a result, we boast an industry-best 97% customer satisfaction rating.

City of McHenry Police Department

“PowerDMS...listens to us as users. If we feel like something needs to be added or changed they listen and do the research on it...Customer service is stellar. They get back to you if they can't fix something immediately and actually follow up to make sure things are working as needed.”

- Stephanie Erb

Customer Success Managers

When you sign on with PowerDMS, you are assigned a Customer Success Manager (CSM) who works alongside you to identify organizational goals and requirements. They are with your account for the entirety of your relationship with PowerDMS. To us, you are more than just a number, and we will work with you to help solve your current and future challenges.
PowerDMS University

We created PowerDMS University so you can learn at your own pace. This self-directed training portal equips you with all the knowledge you need to be a successful site administrator of PowerDMS. It is available online, anytime, so you can educate yourself at your convenience. Though training is currently limited for our newest products, we are always working to upload new product training to help you succeed.

Knowledge Base

The PowerDMS product knowledge bases equip you with product documentation, help articles, video tutorials, and webinars. Interact with other users, get answers, and better understand how to solve real-world problems using PowerDMS.

Service Desk

We pride ourselves on the superior customer service delivered by our Service Desk team in Orlando, Florida. We resolve 85% of customer cases in under one business day. There is no additional cost for ongoing support for both technical and administrative assistance, including 24/7 emergency technical support.

Atlanta Department of Corrections

“The customer service to me is like a fortune 500 club. They are awesome!”

-Quessie Parks
Connect With Us

By building ongoing relationships with customers, we learn from one another.

It lets us continually improve our platform as we learn your needs. It helps you optimize your use of PowerDMS to save more time and money. We have several ways of staying connected: Entrust, Certified Professionals, and Champions.

Entrust User Conference

Each year, hundreds of PowerDMS customers come together for two days of invaluable education, inspiring thought leadership, and incredible networking opportunities.

You won’t want to miss the biggest PowerDMS experience of the year. At Entrust you can:

• Participate in training workshops you won’t find anywhere else
• Connect with other PowerDMS experts, partners, and peers
• Hear from industry experts and learn ways to increase trust and efficiency

"I liked the atmosphere of Entrust and having PowerDMS staff accessible to answer my questions and help me out. That was invaluable."

-Entrust Attendee
Certified Professionals Program

Earning a PowerDMS professional certification is a significant way to validate your PowerDMS skills. Candidates complete an intensive, hands-on learning experience to achieve mastery of every aspect of PowerDMS. When you become certified, you join an elite group of users who've acquired advanced PowerDMS knowledge and have the credentials to prove it.

*Currently available for PowerPolicy, PowerStandards, and PowerTraining only

Champions Program

We love our customers and value their feedback. We have created our Champions Program to create a direct communication channel with our users. Our Champions have the opportunity to influence the future of PowerDMS through usability sessions, one-on-one conversations, surveys, product challenges, and more.

Lower Moreland Township, PA

“The Champions program has been a great resource to learn about all of the features of PowerDMS, as well as find out about current information and trends in compliance management.”

-Rich Worthington
## Technical Support

Implementing software can be a pain. You need to jump through all the security, backup, compliance, and user-management hoops just to get started. At PowerDMS, we are different. Our turnkey solution takes care of everything for you. It’s the solution that checks all the boxes.

## Hosting & Security

PowerDMS delivers best-in-breed security and reliability by partnering with Amazon Web Services GovCloud (US). All PowerDMS customer data is hosted in multi-geographic, U.S.-based data centers designed to host sensitive data, regulate workloads, and address the most stringent U.S. government security and compliance requirements.

<table>
<thead>
<tr>
<th>Infrastructure</th>
<th>Security</th>
</tr>
</thead>
<tbody>
<tr>
<td>Multi-geographic, U.S.-based data centers with full disaster recovery</td>
<td>256-bit AES, FIPS140-2 certified encryption (both in transit and at rest)</td>
</tr>
<tr>
<td>Core applications are deployed to an N+1 standard</td>
<td>Monthly network and system vulnerability scans and security patching</td>
</tr>
<tr>
<td>Security logging at every level of infrastructure and active system monitoring</td>
<td>Perimeter firewalls and intrusion detection systems</td>
</tr>
<tr>
<td>Full data backups done daily and incremental data backups done multiple times per day</td>
<td>NGINX mode security for WAF protection</td>
</tr>
<tr>
<td>Strictly controlled physical access to data centers</td>
<td>Annual third-party penetration tests</td>
</tr>
<tr>
<td>Better than 99.95% uptime</td>
<td>Centralized logging and monitoring application that alerts employees when security events are detected</td>
</tr>
</tbody>
</table>

### Compliance

<table>
<thead>
<tr>
<th>Compliance</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>SOC 2</td>
<td>Production code library file integrity monitoring</td>
</tr>
<tr>
<td>HIPAA AT 101</td>
<td>NIST and OWASP security standards</td>
</tr>
<tr>
<td>FBI-CJIS Security Policy</td>
<td>GRC Committee to monitor application, data, and company security protocols</td>
</tr>
</tbody>
</table>
Reliability

Over the last two decades, we have built a reputation of high-trust and high-reliability by overachieving on expectations and being transparent with our customers. We are the only service provider in our industry to publicly display our system status. This can be seen at www.powerdms.com/trust. You can trust your needs will be met today and for years to come, making us a great business partner.

Compliance

PowerDMS practices organization-wide governance, risk, and compliance (GRC) that identifies, assesses, mitigates, and continually monitors risks to our customers’ data and the infrastructure supporting our services. This includes maintaining a set of certifications and attestations to ensure our customers’ data remains secure and accessible.

Continuous Improvement

We believe in constant improvement, so we release software updates to our customers in a continuous state of feature enhancements and maintenance. Our advanced software development cycle allows us to release updates on a biweekly basis. All updates are managed by our in-house development team, and as a SaaS multi-tenant service released to all customers at no additional cost.

City of Bradenton Fire Department

“There is a level of comfort and security knowing that wherever we are, no matter what’s happening - if it’s a blue-sky day, and we face another server crash, or if we have a natural disaster that causes us to leave the building - we can still access everything that’s crucial for day-to-day activity. That is tremendous. We’re able to interact with all of our department material via PowerDMS in a way that we could never have utilized the network server.”

- Rebecca Desch
Public reputation is only becoming more important for organizations, and society only more litigious. Without the right solution, it's difficult keeping policies updated to industry standards and ever-changing federal, state, and local regulations.

Protect and equip your public safety agency with proactive solutions that keep you at the forefront of your industry. Ensure excellence, gather data on success, and support your staff with the right workforce management solutions.

PowerDMS is unlike any other software on the market. Our platform provides efficient, cost-saving solutions that streamline how you manage your public safety workforce in today's world.

Benefits of PowerDMS

- **Award-winning support**
  
  Our U.S.-based Customer Success Team has a 97% customer satisfaction rating and delivers support across three channels: chat, phone, and email.

- **Maintenance-free**
  
  PowerDMS is an out-of-the-box solution requiring little to no IT involvement. You get an Implementation Consultant for onboarding for implementation, a Customer Success Manager to assist with daily platform use, and an experienced Service Desk for troubleshooting. PowerDMS rolls out frequent software updates that don't require any technical assistance.

- **Easy to use**
  
  PowerDMS' easy-to-use interface unlocks its impressive feature set. We have received more than 500 five-star reviews by customers on review sites like Capterra, TrustRadius, and G2. We have won two 2021 Best Feature Set Awards from TrustRadius, based on stringent customer review criteria, and we were named the #1 Compliance Management Software on Capterra.

Save time and money

PowerDMS pays for itself over time. How long will depend on your organizational needs and platform use. Visit PowerDMS.com to see firsthand how PowerDMS can save you time, money, and stress.