



**OUR SOFTWARE. YOUR SOLUTION.**  
PROACTIVE OPERATIONS FOR  
THE WORLD'S GREATEST PROPERTIES

INCIDENT MANAGEMENT - MAINTENANCE  
CONVERSATIONS - INSPECTIONS - LOST & FOUND  
CUSTOMER REQUESTS - TASK MANAGEMENT  
ACTIVITY TRACKING - MOBILE APPS - SUPPORT



# PROACTIVE OPERATIONS FOR THE WORLD'S GREATEST PROPERTIES

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Our goal at 24/7 Software is to set the standard for property management software and then continually make it better.

By developing solutions that enhance awareness, communication, documentation and analysis in public assembly properties, we help properties reduce their risk and maximize their customers' experience... Nothing slips through the cracks.

From digitally documenting and tracking incidents, requests, tasks, work orders, preventative maintenance, inspections, guard tours, and even lost and found items, 24/7 Software elevates every facet of your operation to the highest level of efficiency and performance.

Our philosophy has always been "treat our clients as part of our development team." We didn't think of everything, but our clients have! By listening to these industry experts, we continue to enhance our existing services while developing new ones to meet the evolving needs of the industry.

24/7 Software's suite of web-based software is developed with a user-friendly and highly intuitive interface so that even non-technical staff can quickly and easily learn how to use the system.

Delivering exceptional client service through our proprietary step-by-step implementation training and unlimited support leads to one thing... **Proactive Operations.**



# >PLATFORM

IMS & MOBILE APPS  
CONVERSATIONS  
CHECKPOINT  
CMMS  
TASK MANAGER  
LOST & FOUND  
REQUEST TRACKER  
ACTIVITY LOG  
CUSTOMER SUPPORT



# INCIDENT MANAGEMENT SYSTEM

When a property is open to the public, stuff will happen. People spill drinks, fall, argue, and break things, sometimes even the rules. Logging all these types of incidents onto a spreadsheet or taking sloppy handwritten reports to file away is not only inefficient, but is exactly what makes plaintiff attorneys happy. Details are inevitably forgotten and inaccurate. That's a problem and we have your solution.

When you use the 24/7 Software Incident Management System (IMS), the software does all the work you need it to do so everything is captured and nothing is missed. Incidents are quickly and easily logged into the system, because time matters. The dispatch queue provides visual organization as incidents are color coded by status, which enhances awareness from creation to resolution. An incident at your property will never be overlooked again. Quick communication of incidents is vital. 24/7 Software provides various methods to alert need-to-know staff via text, email, as well as through proprietary mobile iOS and Android apps.

Set up automatic alerts by incident type or resolution and let the system do the work. Documentation is fundamental to incident management and liability defense. Easily attach pictures, video, audio files, witness statements, associated persons, PDFs and notes to an incident. The software arms you with a complete historical database to protect against future liability because everything is logged and accessible.

Now that everything is captured into your IMS, you will have insight into your operations like never before. The Analytics and Reporting functionality provides you with data that you can use to elevate your operational efficiency. Drill down response times. Review incident trends by location to tweak staffing needs. The data is all there giving you great operational foresight. **Now that's Proactive Operations!**



**EVERYTHING IS  
IN ONE PLACE**

**NOTHING GETS MISSED AND  
NOTHING GETS LOST! EVER.**



**INSTANT  
COMMUNICATION**



**MULTIPLE USERS  
IN MULTIPLE  
LOCATIONS**



**DEPARTMENT  
SEGMENTATION**



**COLOR-CODED  
DISPATCH  
QUEUE**



**ELIMINATE  
PEN & PAPER**



**TRACK  
RESPONSE TIMES**



**ONE-CLICK  
REPORTING**



**EASY TO USE**





# LIVE MAPPING

GET AN  
EAGLE'S-EYE  
PERSPECTIVE  
OF YOUR PROPERTY



Our live mapping feature offers great situational awareness by plotting all incidents on a map of your property. Know at a glance what is happening and where it is happening. Place your staff where you need them, when you need them... **Now that's Proactive Operations!**



REAL-TIME  
SITUATIONAL  
AWARENESS



FILTER BY  
DEPARTMENT,  
INCIDENT OR  
RESOLUTION



QUICKLY  
ACCESS  
FULL  
DETAILS



COLOR CODED

# TRACKPAD



VOICE DICTATION



MULTIMEDIA



GOODBYE TO ILLEGIBLE  
HANDWRITING ISSUES



LIABILITY DEFENSE  
ENHANCEMENT



LIVE  
DISPATCH QUEUE



REAL-TIME ANALYTICS

Incidents happen anywhere, and mobility for incident reporting is fundamental to a successful incident management process. This iPad app allows you to take a full incident report anywhere – with or without WiFi. Capture all on-scene incident details – pictures, videos, witness statements, associated persons, and signatures. Use the voice recognition technology to record notes and make data entries directly into the App. Incident details will automatically 'sync' into the Incident Management System as soon as the TrackPad app is able to acquire a data connection.

Eliminate clipboards, pen and paper, cameras, and all that disorganization and inefficiency. Utilizing the TrackPad App reduces your liability by capturing and recording all relevant details on a digital report with timestamped, tamper-proof recordkeeping of all incidents. **Now that's Proactive Operations!**

**FILL OUT COMPLETE DIGITAL  
INCIDENT REPORTS ANYWHERE.**



# REVOLUTIONIZING THE WAY INCIDENTS ARE REPORTED



# MOBILE APP

CLOSE THE COMMUNICATION GAP



OPERATES VIA WIFI  
OR CELLULAR DATA



DIRECT 2-WAY  
COMMUNICATION



MULTIMEDIA



ADMIN  
LEVEL APP



REAL-TIME  
UPDATES



TRACK & DIRECT  
STAFF TO  
SPECIFIC AREAS



EASY TO USE

Still have staff that can't report issues directly to you? Do they have to track down a supervisor with a radio? Do valuable seconds and minutes go by before a responder can be alerted? Does your staff talk over one another and clutter the radio airways? Our mobile app solves these common and critical communication gaps. The 24/7 Software 2-way communication app can be used either on an iOS or an Android operating system. Our app is icon based to ensure that incidents can be reported in seconds directly to the Incident Management System. Missing persons? Bolos? Have a picture and immediately send them out to one or more of the apps. You also have the flexibility to use a WiFi connection or utilize an existing data network. **Now that's Proactive Operations!**





# .....CONVERSATIONS.....

(FKA TEXT COMMUNICATION)

Easily leverage this form of communication without overwhelming your staff. Texts come into a centralized panel, allowing your operators the ability to organize and easily manage them. Messages are time stamped and color coded, giving quick visual representation of all messages by status. Nothing gets overlooked. Respond manually or create templates and reply with a click. The system saves time and ensures staff always respond quickly and professionally.

All conversations are organized as a thread, making clear as to who said what and when. Customers can even send in pictures and videos! Create groups to receive vital alerts such as extreme weather, parking, and staff notifications. Sending texts to groups communicates information quickly and everyone receives the same information. Full documentation and reporting allows you to see complete details that came in during specific events or time period. This real-time communication greatly increases the customer experience and allows you to mitigate incidents as they occur. **Now that's Proactive Operations!**



COLOR-CODED  
MESSAGE  
QUEUE



REAL-TIME  
CONVERSATION  
THREAD



RESPONSE  
TEMPLATES



GROUP  
NOTIFICATIONS  
& ALERTS

**"INSTANTLY EMPOWER YOUR CUSTOMERS TO HAVE A SAY IN THEIR ENVIRONMENT & PROVIDE YOUR STAFF THE TOOLS TO EASILY HANDLE INCIDENTS AS THEY ARE HAPPENING."**



# CHECKPOINT

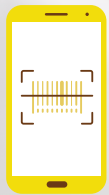
.....  
EVER THINK THERE SHOULD BE A BETTER WAY?  
.....

Do you have "check sheets" hanging on the back of a door or crumpled up on a clipboard? Are your guards sticking wands into a receptacle on a wall? Have you ever thought – there has to be a better way? You were right! And now there is.

Supercharge your staff's efficiency and implement 24/7 Software's CheckPoint System. Perform comprehensive location and equipment inspections along with guard tours using our proprietary mobile iOS and Android apps.

No more pen and paper. Now add all details including pictures, videos, and audio notes...nothing is missed. Need to score a location based on industry standards? We built that in too! The system even sends out automatic notifications if scans are overdue or missed. Administrative staff can see the scans being done in real time through the web portal. Keeping your property in tip-top shape is easy with this module. **Now that's Proactive Operations!**

**"WE HAVE DEVELOPED OUR SOFTWARE TO BE EASY TO USE AND EASY TO IMPLEMENT."**



**DIGITAL  
MOBILE  
INSPECTIONS**



**ACCURATE  
DOCUMENTATION**



**ELIMINATE  
HANDWRITTEN  
NOTES  
& CHECKLISTS**



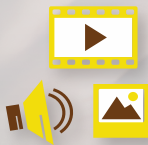
**INCREASE  
EFFICIENCY**



**30 MINUTE  
TRAINING**



**EASY TO  
ATTACH  
BARCODE  
LABELS**



**ATTACH  
MEDIA  
TO A SCAN**



**INSTANTLY  
GENERATE  
WORK  
ORDERS**

**"IT'S REVOLUTIONARY,  
AND THE MOST USER  
FRIENDLY SYSTEM EVER."**





# READY TO..... ACTUALLY LIKE YOUR CMMS?

## COMPUTERIZED MAINTENANCE MANAGEMENT SOFTWARE

Everybody seems to use a CMMS, but nobody seems to like the one that they use – until NOW! A CMMS that is easy to use will get used.

Ours is simple and user friendly, but at the same time extremely robust. Quickly enter work orders, including associated materials, equipment, labor, tasks, and notes. Your centralized, color-coded queue gives you easy tracking and a snapshot of all work orders by status. Need-to-know employees can automatically be notified via text and/or email to statuses and assignments.

Preventive maintenance is fundamental to a great CMMS. Now you can easily set up maintenance schedules and make them as comprehensive as you need.

Before you know it, every piece of equipment that needs routine or scheduled maintenance will be in the system and never missed again. Use all the data in your one-click reports and comprehensive statistics to increase your operational efficiency. Spot operational spending trends and start saving lots of money. **Now that's Proactive Operations!**



EVERYTHING IS  
DIGITAL



SUBMIT W/O  
VIA WEB  
FORM



CHAIN OF  
COMMAND



PREVENTIVE  
MAINTENANCE



CHECKLISTS



ASSET & MATERIAL  
INVENTORY TRACKING



**"YOU CAN'T MANAGE WHAT  
YOU DON'T MEASURE AND  
YOU CAN'T CONTROL WHAT  
YOU CAN'T MEASURE.  
BECAUSE OUR SOFTWARE IS  
SO EASY TO USE, YOUR STAFF  
ACTUALLY USES IT."**





**“EFFECTIVELY MANAGE  
IMPORTANT TASKS AND  
EXPERTLY PERFORM  
OPERATIONAL DUTIES.”**

The ability to efficiently execute operational tasks is a key ingredient to successful properties. Log, track and communicate tasks with Task Manager. Create tasks for daily operations or for specific events. Time based, event marker related, and even sequential tasks can all be created. Moving tasks through the queue ensures nothing is skipped or doesn't get done. Send out notifications to those that need to perform the task via text or email. 24/7 Software's Task Manager allows you to track and communicate operational tasks separately from incidents and customer requests. Centralizing

these special tasks allows you to effectively handle everything so nothing gets missed.  
**Now that's Proactive Operations!**

# TASK MANAGER



**CREATE TASKS BASED  
ON TIME**



**CREATE TASKS BASED  
ON EVENT MARKERS**



**CREATE TASKS BASED  
ON PREVIOUS TASKS**



**DAILY EVENT TASKS**



**REMINDERS**



**PERFORM LIKE  
SUPERSTARS**





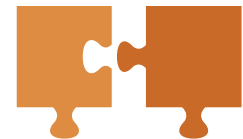
# LOST & FOUND

## LOSING YOUR STUFF IS A BUMMER

No one likes it when they lose something. The time it can take to report a lost item can feel like salt in a wound. Lost items take valuable staff time and training on your end. Our Lost and Found software is an easy, inexpensive way to enhance customer experience and build customer loyalty. Give your customers the freedom to report their lost items via a form embedded directly in your website. The 24/7 Software web-based Lost and Found solution eliminates the need for pen and paper, and disorganized storage bins. Bring order and a user-friendly process to ensure that your staff will consistently use the system, give your customers' a great experience, and increase return-to-owner rates. **Now that's Proactive Operations!**



REPORT LOST  
ITEMS FROM  
YOUR WEBSITE



MATCH LOST ITEMS  
TO FOUND ITEMS



EMAIL OR PRINT RECEIPTS  
AND/OR STORAGE TAGS



FULL & CONSISTENT  
DIGITAL RECORDS





# REQUEST TRACKER.....

## NEVER OVERLOOK A CUSTOMER REQUEST AGAIN.



**CONFIRMATION AND  
DISPATCH TEXTS**



**REMINDERS**



**EXCEPTIONAL  
CUSTOMER SERVICE**



**HOUSEKEEPING  
REQUESTS**



**SUITE REQUESTS**



**TAXI REQUESTS**



**TRANSPORT  
REQUESTS**

Exceeding customer expectations is a key ingredient to successful properties. Request Tracker allows you to manage customer requests and separate them from everything else. Requests come into a centralized dispatch queue, time stamped and color coded. This organization allows your operators to easily manage them and provides a clear visual representation of all requests by status - none are missed.

Customers should never wonder if their request was received or being handled. Easily communicate directly with your customer throughout the process. Set up reminders via text or email directly to the staff responsible, and solve the problem of busy, forgetful, staff. The ability to accurately measure performance is now a click away via comprehensive reports. Continuous improvement is an invaluable benefit obtainable with the use of Request Tracker. **Now that's Proactive Operations!**

# ACTIVITY LOG

NEVER LOSE TRACK OF YOUR ACTIVITIES

No more going crazy trying to remember what you have to and when you have to do it. With our Activity Log software you can easily keep track of the time an activity was created until it was closed, along with who the activity was assigned to, the priority and how it was reported. Quickly toggle back and forth between activities and incidents from within the dispatch queue. Think of every activity that happens daily at your property: Shift changes, lunch breaks, meetings, briefings, patrols, access requests, etc. You can log these activities directly on the Activity Log, and star the activities that are important or need attention. Adding notes and attachments for activities just became as easy as clicking a button. Don't fret! Activities are arranged by status, in color coordinated order to easily see activities that are in progress over the ones that are already completed. **Now that's Poactive Operations!**

**"ACTIVITIES TYPES ARE  
PRE-ASSIGNED TO THEIR RESPECTIVE  
DEPARTMENT FOR SPEED OF ENTRY."**



LOG  
ACTIVITIES



ARRANGE  
ACTIVITIES



TRACK  
ACTIVITY  
DETAILS



STAR  
ACTIVITIES



ACTIVITY  
TYPES



TOGGLE  
ACTIVITIES



ADD NOTES &  
ATTACHMENTS



SEPARATE  
ACTIVITIES



ACTIVITY  
REPORT



SPLIT-SCREEN  
VIEW





.....SHOULDN'T MEAN FAULT YOU.....

We don't believe that you should be charged extra for your questions! Included in all of our subscriptions is unlimited direct customer support and training for all of our administrators. When you have a question, please feel free to ask. 24/7 Emergency Support is so important to us, we put it in our name. 24/7 Software is used all over the globe – 24 hours a day, 7 days a week. When something happens, we are available. **Now that's Proactive Operations!**



COLLEGE FOOTBALL PLAYOFF - MLS CUP - DAYTONA 500 - KENTUCKY DERBY - DEMOCRATIC NATIONAL CONVENTION - NASCAR CUP SERIES - NBA ALL STAR WEEKEND - NBA FINALS - BOSTON MARATHON - NCAA FINAL FOUR - NYC MARATHON - PAPAL VISIT WORLD MEETING OF FAMILIES - PANAMERICAN GAMES - PARAPAN AM GAMES STANLEY CUP FINALS - SUPER BOWL WOMEN'S COLLEGE SOFTBALL SERIES - WORLD CUP OF HOCKEY - WORLD SERIES - WRESTLEMANIA - FC BARCELONA - MARVEL STADIUM BMO FIELD - CANADA OLYMPIC PARK - LORD'S CRICKET GROUND - MELBOURNE OLYMPIC PARKS - MOSAIC STADIUM - PERTH AIRPORT - YAS MARINA CIRCUIT - TEAM WASSERMAN - OLYMPIA ENTERTAINMENT GROUP - GLEN HELEN AMPHITHEATER - KANSAS CITY STARLIGHT THEATRE - QUEBEC CITY ARENA - ROGERS ARENA - ROGERS PLACE SCOTIABANK SADDLEDOME - THE O2 - HENRY B. GONZALEZ CONVENTION CENTER - GEORGIA WORLD CONGRESS CENTER - GREATER COLUMBUS CONVENTION CENTER - HAWAII CONVENTION CENTER - LEXINGTON CONVENTION CENTER - MASSACHUSETTS CONVENTION CENTER AUTHORITY - MUSIC CITY CENTER - NEW ORLEANS ERNEST N. MORIAL CONVENTION CENTER - KENTUCKY EXPOSITION CENTER - PENNSYLVANIA CONVENTION CENTER - SAVANNAH INTERNATIONAL TRADE & CONVENTION CENTER - JACOB K. JAVITS CONVENTION CENTER - WALTER E. WASHINGTON CONVENTION CENTER - WASHINGTON STATE CONVENTION CENTER - USA SOFTBALL - ASSOCIATION OF EQUIPMENT MANUFACTURERS - PRO BOWL - AT&T PERFORMING ARTS CENTER - BETHEL WOODS CENTER FOR THE ARTS - CEDARS-SINAI MEDICAL CENTER - WILLIAMSON MEDICAL CENTER - CHURCHILL DOWNS - COLORADO CONVENTION CENTER - COLUMBUS REGIONAL AIRPORT - FIDDLER'S GREEN AMPHITHEATRE - FAIRPLEX - FORT LAUDERDALE INTERNATIONAL AIRPORT - FOX THEATRE - HOLLYWOOD BOWL - INDIANA STATE FAIRGROUNDS & EVENT CENTER - MEDICAL UNIVERSITY OF SOUTH CAROLINA - MENTOR PUBLIC SCHOOL - MINNEAPOLIS DOWNTOWN IMPROVEMENT DISTRICT - NATIONAL HARBOR - PHILADELPHIA INTERNATIONAL AIRPORT - RADIO CITY MUSIC HALL - RED ROCKS PARK AND AMPHITHEATRE - SALT RIVER FIELDS - THE BEACON THEATRE - THE CHICAGO THEATRE - THE FORUM - THE THEATER AT MADISON SQUARE GARDEN - TUSCALOOSA AMPHITHEATER - WALMART - ALOHA STADIUM - PHILIPS ARENA - AMERICAN AIRLINES ARENA - EAGLEBANK ARENA - AMERICAN AIRLINES CENTER - AMWAY CENTER - AT&C CENTER - BARCLAYS CENTER - BBVA COMPASS STADIUM - BRADLEY CENTER - BRIDGETONE ARENA - CAMPING WORLD STADIUM - CHESAPEAKE ENERGY ARENA - FEDEX FORUM - GIANT CENTER - GILA RIVER ARENA - HP PAVILION - LITTLE CAESARS ARENA - SCOTIABANK ARENA - MADISON SQUARE GARDEN - PPG PAINTS ARENA - PRUDENTIAL CENTER - SPRINT CENTER - STAPLES CENTER - ENTERPRISE CENTER - STUBHUB CENTER - UNITED CENTER - VERIZON CENTER - WELLS FARGO CENTER - XCEL ENERGY CENTER - ALLIEDUNIVERSAL - MA SERVICES GROUP - ANDY FRAIN SERVICES - ARGUS EVENT STAFFING - CONTEMPORARY SERVICES CORPORATION - U.S. SECURITY SERVICES - WHELAN EVENT SERVICES - AQUATICA - SEAWORLD - CALIFORNIA'S GREAT AMERICA - CANADA'S WONDERLAND - CAROWINDS - CEDAR POINT - DORNEY PARK & WILDWATER KINGDOM - KINGS DOMINION - KINGS ISLAND - KNOTT'S BERRY FARM - MICHIGAN'S ADVENTURE - RAY CAMMACK SHOWS - VALLEYFAIR - WORLDS OF FUN - OCEANS OF FUN - AFTERSHOCK - AIR & STYLE - TAILGATE FESTIVAL - BEYOND WONDERLAND - BONNAROO - BOTTLEROCK - CAROLINA REBELLION - CAMP FLOG GNAW - COACHELLA - COUNTDOWN NYE - DADA LAND - DANNY WIMMER PRESENTS - ARROYO SECO WEEKEND - DESERT TRIP - GRANDOOZY - EAA AIRSHOW CONVENTION - MOONRISE FESTIVAL - DISRUPT - EDC LAS VEGAS - EDC NEW YORK - EDC ORLANDO - BUMBER SHOOT - ESCAPR - HARD SUMMER - HOUSTON OPEN AIR - ROCKLAHOMA - TORTUGA MUSIC FESTIVAL - NORTHERN INVASION - KAABOO - GOOGLE NEXT - GOOGLE I/O - LIFE IS BEAUTIFUL - PILGRIMAGE - LOST LAKE FESTIVAL - LOUDER THAN LIFE - MARCH MADNESS - ELECTRIC FOREST - LOST LANDS - PANORAMA - MIDDLE LANDS - FASTER HORSES - RAVINIA FESTIVAL - OKEECHOBEE MUSIC & ARTS FESTIVAL - OUTSIDE LANDS - PANORAMA - PARADISO - CLUSTERFEST - LOS DELLS FESTIVAL - KENTUCKY STATE FAIR - INDIANA STATE FAIR PRESIDENT'S CUP - RBC HERITAGE - TRAVELERS OPEN - ARIZONA CARDINALS - ATLANTA FALCONS - BUFFALO BILLS - CHICAGO BEARS - CINCINNATI BENGALS - CLEVELAND BROWNS - DALLAS COWBOYS - DENVER BRONCOS - DETROIT LIONS - HOUSTON TEXANS - JACKSONVILLE JAGUARS - KANSAS CITY CHIEFS - LOS ANGELES CHARGERS - LOS ANGELES RAMS - MIAMI DOLPHINS - TENNESSEE TITANS - MINNESOTA VIKINGS - NEW ORLEANS SAINTS - OAKLAND RAIDERS - PHILADELPHIA EAGLES - PITTSBURGH STEELERS - SAN FRANCISCO 49ERS - SEATTLE SEAHAWKS - TAMPA BAY BUCCANEERS - WASHINGTON REDSKINS - ARIZONA DIAMONDBACKS - ATLANTA BRAVES - BALTIMORE ORIOLES - BOSTON RED SOX - CHICAGO CUBS - CHICAGO WHITE SOX - CINCINNATI REDS - CLEVELAND INDIANS - DETROIT TIGERS - HOUSTON ASTROS - LOS ANGELES ANGELS - LOS ANGELES DODGERS - MIAMI MARLINS - MILWAUKEE BREWERS - PITTSBURGH PIRATES - NEW YORK YANKEES - OAKLAND ATHLETICS - PHILADELPHIA PHILLIES - SAN DIEGO PADRES - MINNESOTA TWINS - SAN FRANCISCO GIANTS - SEATTLE MARINERS - ST LOUIS CARDINALS - TAMPA BAY RAYS - TEXAS RANGERS - TORONTO BLUE JAYS - CIRCUIT OF THE AMERICAS - AUTO CLUB SPEEDWAY - BRISTOL MOTOR SPEEDWAY - CHICAGOLAND SPEEDWAY - DARLINGTON RACEWAY - TALLADEGA SUPERSPEEDWAY - DAYTONA INTERNATIONAL SPEEDWAY - DOVER INTERNATIONAL SPEEDWAY - DAYTONA TURKEY RUN - HOMESTEAD MIAMI SPEEDWAY - INDIANAPOLIS MOTOR SPEEDWAY - KANSAS SPEEDWAY - LAS VEGAS MOTOR SPEEDWAY - MARTINSVILLE SPEEDWAY - MICHIGAN INTERNATIONAL SPEEDWAY - NEW HAMPSHIRE MOTOR SPEEDWAY - PHOENIX INTERNATIONAL RACEWAY - POCONO RACEWAY - RICHMOND INTERNATIONAL RACEWAY - ATLANTA MOTOR SPEEDWAY - ROUTE 66 RACEWAY - SONOMA RACEWAY - TEXAS MOTOR SPEEDWAY - WATKINS GLEN INTERNATIONAL - ARIZONA STATE SUN DEVILS - ARIZONA WILDCATS - ARKANSAS RAZORBACKS - AUBURN TIGERS - BOISE STATE BRONCOS - BRIGHAM YOUNG COUGARS - CALIFORNIA BEARS - CLEMSON TIGERS - COLORADO BUFFALOES - DUKE BLUE DEVILS - EASTERN WASHINGTON EAGLES - FLORIDA GATORS - FLORIDA STATE SEMINOLES - FRESNO STATE BULLDOG - GEORGE MASON PATRIOTS - GEORGIA BULLDOGS - GEORGIA TECH YELLOW JACKET - ILLINOIS FIGHTING ILLINI - INDIANA UNIVERSITY - IOWA HAWKEYES - KANSAS JAYHAWKS - KANSAS STATE WILDCATS - KENTUCKY WILDCATS - LOUISVILLE CARDINALS - LSU TIGERS - MEMPHIS TIGERS - MIAMI HURRICANES - MICHIGAN WOLVERINES - LOS ANGELES RAMS - MINNESOTA GOLDEN GOPHERS - MISSISSIPPI REBELS - MISSISSIPPI STATE BULLDOGS - MONTANA STATE BOBCATS - NEBRASKA CONHUSKERS - NORTH DAKOTA STATE BISON - NORTH TEXAS MEAN GREEN - NORTHWESTERN WILDCATS - NOTRE DAME FIGHTING IRISH - OKLAHOMA SOONERS - OREGON DUCKS - OREGON STATE BEAVERS - PENN STATE NITTANY LIONS - PITTSBURGH PANTHERS - RUTGERS SCARLETT KNIGHTS - SOUTH CAROLINA GAMECOCKS - SOUTH FLORIDA BULLS - SYRACUSE ORANGE - TCU HORNED FROGS - TENNESSEE VOLUNTEERS - TEXAS LONGHORNS - THE OHIO STATE UNIVERSITY BUCKEYES - UCLA BRUINS - USC TROJANS - UTAH UTES - UT SAN ANTONIO ROADRUNNERS - WASHINGTON STATE COUGARS - WISCONSIN BADGERS - ARIZONA COYOTES - BUFFALO SABRES - CALGARY FLAMES - CHICAGO BLACKHAWKS - COLORADO AVALANCHE - COLUMBUS BLUE JACKETS - DALLAS STARS - DETROIT RED WINGS - EDMONTON OILERS - FLORIDA PANTHERS - LOS ANGELES KINGS - MINNESOTA WILD - NASHVILLE PREDATORS - NEW JERSEY DEVILS - NEW YORK ISLANDERS - NEW YORK RANGERS - PHILADELPHIA FLYERS - PITTSBURGH PENGUINS - SAN JOSE SHARKS - ST. LOUIS BLUES - MAPLE TORONTO LEAFS - VANCOUVER COUNACKS - VEGAS GOLDEN KNIGHTS - WASHINGTON CAPITALS - ARDEN FAIR - ARROWHEAD TOWNE CENTER - BILTMORE FASHION PARK - BROADWAY PLAZA - CHANDLER FASHION CENTER - CROSS COUNTRY SHOPPING CENTER - DANBURY FAIR - DEPTFORD MALL - DESERT SKY MALL - EASTLAND MALL - FASHION OUTLETS OF CHICAGO - FASHION OUTLETS OF NIAGARA FALLS - FLATIRON CROSSING - FREEHOLD RACEWAY MALL - FRESNO FASHION FAIR - GREEN ACRES MALL - INLAND CENTER - KIERLAND COMMONS - KINGS PLAZA - LA CUMBRE PLAZA - LA ENCANTADA - LAKEWOOD CENTER - THE MALL OF VICTOR VALLEY - PACIFIC VIEW - PARADISE VALLEY MALL - QUEENS CENTER - SANTA MONICA PLACE - SANTAN VILLAGE - SCOTTSDALE FASHION SQUARE - SOUTH PARK MALL - SOUTH PLAINS MALL - SOUTHRIDGE MALL - STONEWOOD CENTER - SUPERSTITION SPRINGS CENTER - ESTRELLA FALLS - THE OAKS APARTMENTS - THE SHOPS AT ATLAS PARK - THE SHOPS AT NORTH BRIDGE - THE VILLAGE AT CORTE MADERA - TOWNE MALL - TWENTY NINTH STREET - TYSON'S CORNER - VALLEY MALL - VALLEY RIVER CENTER - VINTAGE FAIRE - WASHIGNTON SQUARE - LOS CERRITOS CENTER - WESTSIDE PAVILION - WILTON MALL

## OUR CUSTOMERS LOVE US

- ROCK ALLEGIANCE - STAGECOACH - SUN N FUN - FARMERS INSURANCE OPEN - THE PLAYERS - CHAMPIONSHIP - WASTE MANAGEMENT PHEONIX - CAROLINA PANTHERS - BALTIMORE RAVENS -



Every year, I learn more and more about the capabilities of the IMS system and how it can help our operation. I now have it set up to send out automatic reports when certain incidents take place, at the end of the game, and once the event is closed. This data has become invaluable to us and truly helps make our operation better. We are glad that we chose 24/7 Software over their competitor!

**Scott Lasker**, Buffalo Bills

24/7 Software is beneficial to our property as a whole! We have a multi-use property that incorporates retail, hotel, residential and commercial buildings. 24/7 Software has allowed us to communicate amongst the different departments involved in all daily activities, as well as special events because we have the capability to use mobile devices that track incidents, checklists, pre & post event details and more while using in real time.

**Ashley Alba**, Swire Properties, Inc.

This Lost and Found system is everything we had been looking for and more. I'm sure once the secret gets out that such a product exists, many more airports and venues of all kinds will get on board. We are proud to be one of the first airports to have implemented it.

**Louis Poinson**, Philadelphia Int. Airport

I was blown away by their design and ease of use of this technology. It was an easy decision for me to purchase this product to make our operation more efficient for our staff that will no doubt benefit our fans!

**Sean Maguire**, Arizona Diamondbacks

We are very impressed with the support provided to us. That alone sets them apart from other vendors I have worked with. I would recommend 24/7 Software for Property Operations.

**Michael Palmer**, Massachusetts Convention Center Authority

The 24/7 Software system is certainly an asset to our organization.

**Monica Franklin**, Georgia Dome

It has allowed us to add thousands of eyes to help our staff become aware of problems and mitigate them more quickly and in many cases before they would have escalated into a more serious situation.

**Sarah Tarbett**, Jacksonville Jaguars

I would recommend this system to any property that hosts events with large crowds. The fast pace of digital information makes taking care of the fans so much easier than the ways of old!

**Adrienne Pozzetta**, Ben Hill Griffin Stadium – University of Florida

We currently use 24/7 Software in the Event Mode and 24/7 Mode and within the next 30 days we will add CheckPoint. The system has allowed us to capture all data in one location with tracking and reporting with ease. It got us away from paper and pen.

**Ed Labonte**, Verizon Center

The 24/7 Software App has done wonders for our documentation and insuring timely incident responses.

**Brandie Remmer**, University of Phoenix Stadium

We use the IMS for 24 hour security and during events in our command posts. We operate 2 event command posts and I can only be in one post at a time. The IMS allows me to monitor the radio/phone/text, etc. incidents that are coming in while being the decision maker on major issues. The IMS gives me the ability to monitor all behind the scenes activity during an event.

**Amber Godspeed**, BBVA Compass Stadium

The system has exceeded our expectations and has allowed us to streamline our operations. I would ABSOLUTELY recommend 24/7 Software to anyone looking for a program to manage the needs of a large property.

**Collin Ritch**, Air Canada Centre

## STEVEN A. ADELMAN, ADELMAN LAW GROUP, PLLC, SCOTTSDALE, AZ.

"IN A LAWSUIT, IF SOMETHING IS NOT DOCUMENTED, IT IS AS IF IT DID NOT HAPPEN BECAUSE WITNESS MEMORIES ARE UNRELIABLE. AND IF AN INCIDENT IS DOCUMENTED POORLY, EITHER BECAUSE IT IS SUBSTANTIVELY INCOMPLETE OR JUST LOOKS SLOPPY, A JURY MIGHT CONCLUDE THAT THE AUTHOR IS CASUAL ABOUT FOLLOWING IMPORTANT POLICIES AND PROCEDURES... USE OF 24/7 SOFTWARE'S INCIDENT MANAGEMENT SYSTEM GOES A LONG WAY TOWARDS SHOWING THAT YOU HAVE NOT ONLY MET, BUT EXCEEDED, THE REQUIRED STANDARD OF CARE."



What a great tool this has been to enhance our customer service and efficiently document and track lost and found items. In a busy airport environment like ours, the 24/7 Software system easily handles our needs.

**Louis Ponson, Philadelphia International**

Our dispatching, tracking, lost and found, and text messaging system have all streamlined to help us not only operate more efficiently and effectively, but also enhance the customer experience by attending to their needs much faster.

**Michael Gerber, AEG – Citizens Business Bank Arena**

I'm not sure if I can say enough about 24/7 Software. We started looking for a texting system and found so much more. The staff of 24/7 Software are awesome to work with because they care about the needs of your property and respond quickly. I tell everyone I can about 24/7 Software.

**David Gilster, AT&T Performing Arts Center**

24/7 Software has revolutionized how the Giants track and respond to incidents in the ballpark. The 24/7 Software programming allows us to stay ahead of the curve as we utilize the ever growing technology to refine our operation systems to better serve our customers and enhance the ballpark experience. We appreciate the 24/7 Software staff tireless efforts to work with its clients.

**Jorge Costa, AT&T Park**

Criterion now uses 24/7 Software in over three dozen hospitals and medical centers. The results have exceeded Criterion's expectations as 24/7 Software provides our line healthcare security offices with a system that helps to protect patients, staff, visitors and Criterion's officers.

**Robert Buchanan, Criterion Security**

I truly believe that 24/7 Software has been integral, not only in enhancing our customer experience but also in improving communications with all of the entities that must work together to make our events a success.

**Julie Cribbs, LSU Athletics**

Evaluators found the 24/7 Software text message system presented quick and immediate results. This allowed Incident Command to respond and address issues within 5 to 10 seconds after receiving texts from spectators. Evaluators agreed that the 24/7 Software text messaging system provided uncomplicated user friendly capabilities. This system is fully featured and provided intuitive user interface mechanisms throughout the software.

**NCS4 Laboratory Assessment**

24/7 Software has been a great asset to us. They are a very nimble company that can quickly respond to the needs of the customer. 24/7 Software is always looking for new and innovative ways to make their products better.

**Irv Sikorski, Notre Dame Police Dept.**

24/7 Software has transformed the way we service 80,000 fans on any given Sunday. Through the use of the program, we have been able to shorten response times, more efficiently and effectively service our fans and see trends that previously went unnoticed.

**Josh Epstein, Washington Redskins**

The 24/7 Software system allows our customers to communicate immediately and directly with our on-site command centers for any emergency, informational or other assistance. We greatly appreciate 24/7 Software's proactive responses to our system use questions and enhancement suggestions, allowing an even greater ability to respond to our Customers needs during an event. We look forward to a long term relationship with 24/7 Software.

**Dean Kurtz, International Speedway Corporation**

This comprehensive system enhances our game day operations and provides a record of how each incident was handled. This system provides up to date analytics which enables us to better manage our personnel and develop a strategy to create an optimal fan experience.

**Kerry Rowland Director, Cincinnati Reds**

# THEY REALLY DO.



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