Workforce Management *made simple.*

→ cimara.com.au

Our objective is to create an all-in-one workforce management solution.

Benjamin Brillante
Product Manager

Introduction

Built with scalability, flexibility & ease of use in mind.

The build of Cimara began in 2015 when digital agency 372 Digital was awarded the opportunity to take part in Round 4 of the Digital Canberra Challenge (DCC) and build the communications application for the ACT Emergency Services Agency (ESA). The application then was named ESA Workforce Connect.

In 2017, shortly after the successful deployment of ESA Workforce Connect, followed the opportunity to build a complex rostering and resource management application for the ACT Parks and Conservation Service (PCS), as part of the ACT Government Small Business Innovation Partnerships (SBIP) program.

Given the task to build the application for PCS, the team at 372 Digital went on to combine both the ESA and PCS solutions in a modularised fashion while allowing both organisations to use their applications independently and simultaneously.

In 2018, the name Cimara which stands for Communication, Incident Management and Resource Allocation was given to commercially offer the product as a Commercial Off-The-Shelf (COTS) solution to organisations with similar or extended needs.

Supported by

Contents

"What 372 Digital has built in Cimara for ACT Parks and Conservation Service, is a modular system which enables Agencies to roster staff, track availability, manage fatigue and forward plan for various types of incidents. Cimara provides a solid foundation which can evolve as business requirements change over time."

Brian L Senior Fire Management Officer, ACT Parks and Conservation Service

Communication & Availability

Stay Connected

Engage in a two-way mobile communication with a diverse workforce and view real-time stats, with tools to create, edit, moderate and distribute various types of communication products to work groups and individuals.

- Two-way communication between senior members and staff within and across multiple groups

- Distribute text with image, video, audio or PDF attachments, including RSVP requests

- Enhanced admin notifications to better manage communication responses and requests.

- Distribute incident and event information to participants and other member groups *(available with Incident Management module)*

- Alert members of Fire Readiness level *(available with Roster module)*

- High-level encryption

- App available for download on Android Play and Apple App stores

Member Availability & Calendar

Cimara provides an easy to use application that allows staff to seamlessly manage their availability, view updates to their roster and colleague's roster in real-time with all updates applied system wide.

- Ability for staff to nominate their availability

- Staff can leave a comment about their availability

- Mobile responsive for multi device accessibility

- View depot and colleague roster

Now available for download on iOS and Android devices

Download on the App Store   **GET IT ON Google Play**

"The communication module of Cimara provides the agility a modern, forward-thinking organisation needs to fine tune internal communication messaging and strategies in a timely manner to maximise successful workforce engagement."

Darren C Director, Internal Communications, ACT Emergency Services Agency

Incident Management

Incident & Event Planning

Efficiently manage large service operations, organise events, schedule group training sessions, assign and deploy resources while updating all related instances system wide in real-time.

- Adaptive and responsive rostering
- Plan for one-day or multi-day events
- Allocate resources such as people and vehicles
- Plan incidents or events into smaller units
- Create an Incident Management Team
- Allocate resources based on business rules
- Add or remove unit staff from an incident plan
- Add notes to an incident
- Print detailed reports

User Groups, Roles & Qualifications

Assign a user into a group or a number of groups, set their application access level, manage their roles and qualifications and other configurations such as dietary requirements.

- Multi-level user groups and categories
- Multi user access levels
- Import and export staff information

Detailed Reporting

Cimara provides detailed reporting out of the box, from the viewing of user communication stats to printing of detailed event reports. Cimara can be extended to suit any business reporting requirements.

- Stand-by report
- Incident or event plans
- Resources used
- Location rosters
- Individual rosters
- Incident or event reports
- End of season report
- Management reports
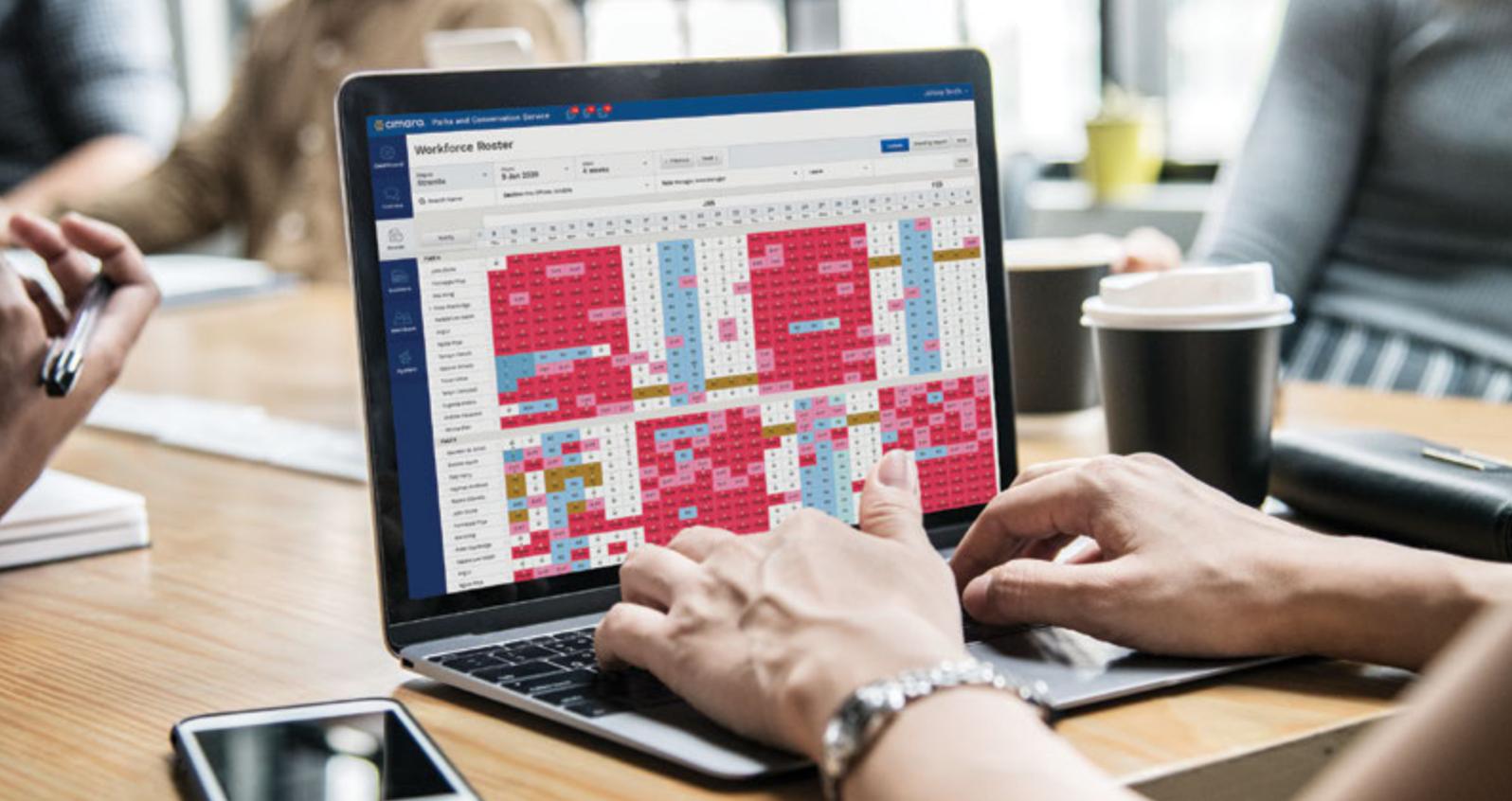
Resource Allocation & Management

Allocate workforce resources such as people, equipment and vehicles to a roster or incident plan, while taking into consideration their availability, qualifications and other business rule configurations.

Real-time Staff Rostering

Highly complex rostering made simple with a long list of features such as work and role pattern creation, roster conflict alerts, advance list filter and copy/paste to cell, just to name a few.

- Create, save and apply work and role patterns in any combination to a staff roster
- Roster activity codes
- View and manage staff availability
- Assign crew members based on alert level
- Assign tasks based on qualification
- Roster calendar
- Roster by resource and location
- Advance admin filter option
- Organise list of names in groups
- Multiple roster listing views
- Set default rostering management view

- Update staff availability inside the admin panel
- Ability to reorder staff list with drag and drop

Resource Rostering

Manage the rostering of resources based on business rules in an easy to use and feature rich dashboard.

- Resource availability
- Location management
- Fire readiness level management
- Identify clashes with resource availability
- Resource codes
- Auto assign people to units that are added to incidents or events

Business Rules Configuration

Add new or configure existing business rule sets to perform actions such as the management of crew members in vehicles, staff fatigue and equipment handling based on user qualification.

- Fatigue management
- Informatively allocate people and equipment
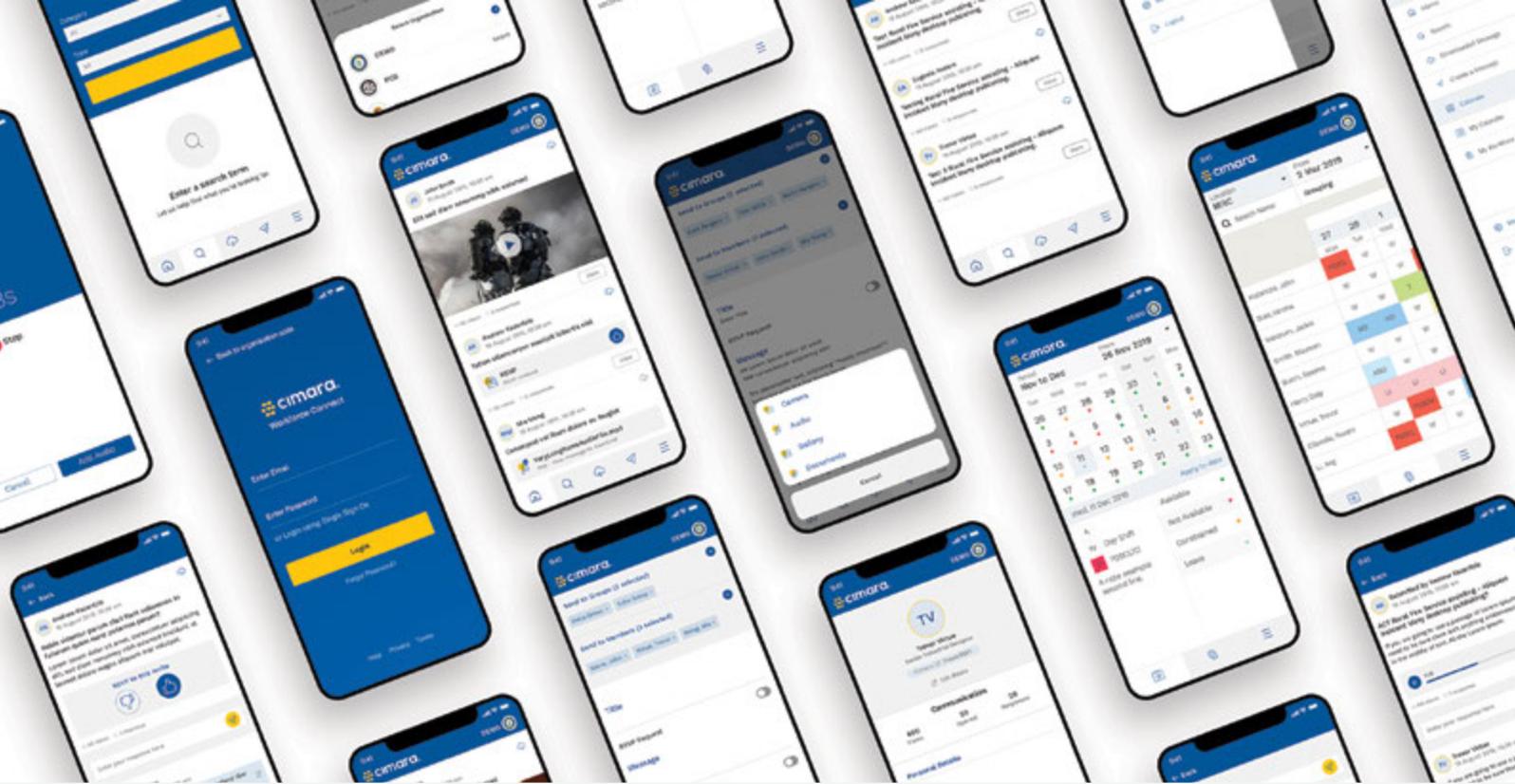
Design & Build

User Centered Design

Beautiful user interface designed and built with users in mind for a seamless browsing experience.

API Capability

Built on API-First architecture to provide omnichannel experiences and cater to the needs of customers with various application interaction requirements.

Modularisation

Cimara's system has been built in a modularised fashion, offering the flexibility that enables efficient new feature expansions and customisations.

Accessibility & Usability

The user interface has been designed with Web Content Accessibility Guidelines (WCAG) in mind. It is crafted meticulously and is constantly undergoing refinement to facilitate seamless browsing experience and accessibility.

"The application for the first time allow our agency to have instant two way communications with our diverse workforce. It has raised internal communication and engagement within our agency to a whole new level."

Dominic L Agency Commissioner, ACT Emergency Services Agency

System Development and Enhancements

The build of Cimara is constantly undergoing refinement with new features being introduced monthly. This Product Overview release lists all the functional and non-functional items already available out of the box.

Other features available are.

Single Sign On

State Government Single Sign On

Custom Reporting

Generate custom CSV reports from a list of predetermined datasets.

Load Balancer

We made improvements to the way load balancing is handled on all our installations with Amazon Web Services, Sydney. The update also noticeably improves our software's performance and response times.

Cimara Remote (Prototype)

The Cimara Remote in Cimara is a solution that gives land management agencies the ability to create incident plans and manage a large workforce of staff and appliances, while in a remote location and without internet connectivity. It interacts with a Cimara Remote App to provide personnel access to relevant information while away from an Incident Control Centre.

There is a good chance that a feature you are looking for that is currently not in this overview is in our project plan. To find out more, please email us at **connect@cimara.com.au** and one our team members will be in touch to answer your questions.

Schedule a live demo to see if Cimara is the right solution for you.

connect@cimara.com.au
+61 2 6280 8006

Demonstration

The best way to truly understand our product is to experience it for yourself. Here are the steps.

1. Live Demonstration

Available is a live demo in which a member of our team will go through and demonstrate the operation and features of Cimara. This demonstration can be carried out remotely through Skype, at your location or our office in Fyshwick, Australian Capital Territory.

2. 14 Day Access

Following the live demonstration, we will provide a 14 day free trial of Cimara to help you get familiar with how the system works.

3. Consultation

Finally, schedule a free, no obligation consultation with one of our team members to discuss how Cimara can help accomplish your agency objectives.

Keep up to date with the latest developments by visiting **cimara.com.au**