The State of Nevada Private Investigators Licensing Board

ProtaTECH

SIMPLE SOLUTIONS FOR COMPLEX CHALLENGES

Dr. Abraham Kumar, President

ABOUT PROTATECH

1 ProtaTECH has offices in the US, Australia and India.

2 ProtaTECH has about 180 Development and Support Staff.

3 In house Help desk and Support Group.

4 Global presence to deliver on-time solutions.

5 ProtaTECH has successfully provided solutions to multiple Olympic Games, bowl games and dynamic workforce companies.

Dr. Abraham A Kumar | President

Abraham has been with ProtaTECH since its U.S. operations began in 2002 and has effectively served the company in high-profile IT ventures, assisting events such as the multiple Rose Bowl, Super Bowl, and even the Olympic Games. With previous experience as a Technical Project Manager for the LAPD and a BS in Computer Information Systems, an MS in Information Systems, a Master's in music and a Master's in Business Administration and a Ph.D. In Computer Science and he has proven hugely influential in the company, offering new and innovative ideas such as online workforce management software and accredited programs that have been used for clients and events around the world.

Abraham is most known for his unique software architecture skills, extensive knowledge of network security and project delivery which has enabled ProtaTECH to deliver and implement many high-risk projects timely. He has been the chief software architect of applications like WISH 1, WISH 2, WISH 3, EventKeyz, ScreenSFX, SORT, TCM and many others.

Abraham has consulted for multiple foreign governments around the world and has traveled extensively to over 50 countries, with more than 20 years of experience in the field of technology and programming he has proven himself a capable leader in helping every client find clean and simple solutions to even the most complex challenges.

Paul Devadoss | VP Engineering and Product Management

Paul joined the ProtaTECH team in 2007, adding more than 15 years of prior experience to the team. With a B.S. in Physics and a master's in information technology and Business Management, Paul has worked as a systems analyst, functional specialist, and consultant with companies such as Frost & Sullivan and Countrywide Home Insurance. With ProtaTECH, Paul has worked with Architecture specialists in development and implementation. He has created Credentialing applications as well as our Workforce Information System Hosted (WISH) system, which works to hire, schedule and deploy massive groups of security staff for events such as the 2010 Vancouver Winter Olympics. Paul works with multiple methods such as Agile and CMM+ and is comfortable with multi-platform environments; he specializes in Microsoft Technologies.
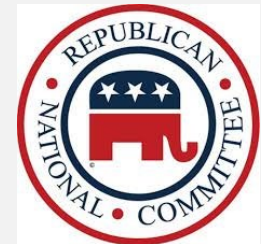
Darryl Burnett | Product Support Manager

Before working with ProtaTECH, Darryl Started working for a major Crowd Management Company, in 1997. Starting as a Staff member, he earned his degree in Computer Information Systems and became a Manager of Information Systems. In 2004, he brought his knowledge and expertise to ProtaTECH. Darryl has worked directly alongside ProtaTECH's President and Chief Operating Officer, Abraham Kumar, and has helped in the development of the company's scheduling and management software, WISH. He also helped create the program SORT, a training module that aids in Security Officer training. Alongside assisting in the creation of these programs, he has personally trained multiple clients, locally and nationally, in how to effectively use these programs and excel with them. He often voices most of the courses provided.

Darryl's vast knowledge of technology is still often used in the field by Companies in the Venue/Crowd Management industry for significant events such as the Super Bowl and Rose Bowl. His performance and skills always surpass expectation and have made him an effective Manager for ProtaTECH's essential programs, such as SORT and TCM, as well as their entire support team.

GOVERNMENT CLIENTS

EVENT MANAGEMENT AND SECURITY FOR …

30 Super Bowls

10 Olympic Games

04 Presidential Inaugurations

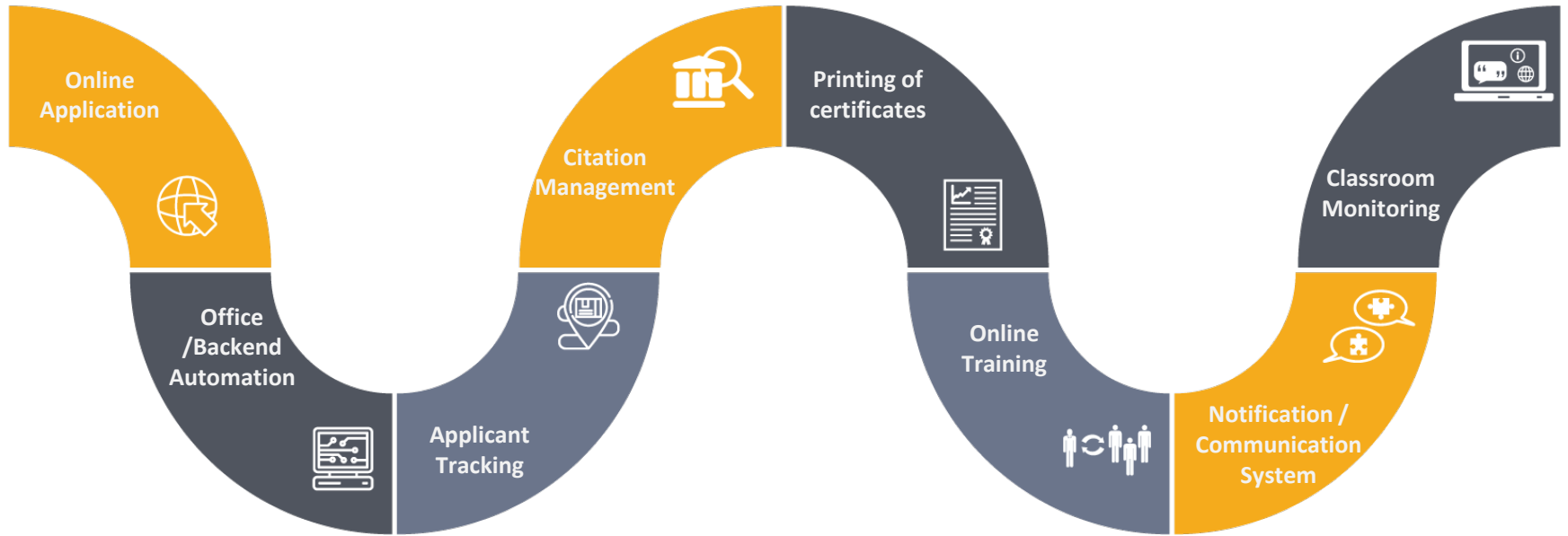**02** FIFA World Cups

OLYMPIC GAMES

ABOUT US

- ❑ **Domain Expert in Skills Trainings**

- ❑ **Developing Customized Online and Practical Training Courses**

- ❑ **Developing Customized E-Licensing Portals**

- ❑ **Developing Customized Office Automation Tools**

- ❑ **Developing Customized Audit & Ticket Portals**

- ❑ **On the Ground experience for Skilling & Training for over <u>18 years</u>**

TRAINED, SKILLED AND CERTIFIED OVER <u>ONE MILLION</u> WORKFORCE SINCE 2002

OFFERED SOLUTION

Online Application

Office /Backend Automation

Applicant Tracking

Citation Management

Printing of certificates

Online Training

Classroom Monitoring

Notification / Communication System

WHY OFFER A WEB BASED TRAINING APPROACH?

PROVIDES

- 03 Tracking
- 04 Analysis
- 05 Speed to Field
- 02 Consistency
- 01 Convenience
- 06 Cost Effectiveness

❑ **Cost Effectiveness**

- The Training Program will not cost the State of California to implement and operate

- Training cost to the Security Guard will be consistent and less expensive than what could be offered in a conventional classroom

- Allows for measurement of effectiveness of material

❑ **Convenience**

- Individual may not incur travel expenditures

- Flexibility of location

- Course is taken based on the schedule of the individual rather than the schedule of a school/instructor

- Course work is self-paced resulting in greater engagement for enhanced retention

❑ **Tracking**

- Live reporting of who, where, when, and how many students are taking the course

- Testing results would be maintained in database and could easily be used to verify validity of submitted course certificates

- Report ability of quarterly/annual numbers of students completing coursework

❑ Analysis

- Missed test topics can be tracked and analyzed to determine the effectiveness of the material
- Allows for measurement of effectiveness of material
- Data management

❑ "Speed to Field"

- Schedule flexibility allows for students to acquire and complete the course without waiting for the next school cycle
- Allows for timely one-source updates to educational material due to legislation or industry need appearing "across the board"

❑ Tracking

- Training Content will be the same for all students
- Training Delivery will be the same for all students
- Results in 1 material standard for all Security Officers

FEATURES & SECTIONS

WHAT IS UNIQUE?

- ❑ **Capability for fully customizable modules and sections.**

- ❑ **Adding and Changing the Content in Real Time.**

- ❑ **Built-in security system to ensure identified students are present and expending the required study time.**

- ❑ **Time monitoring checks on each page to document instruction.**

- ❑ **User interaction features with instructors.**

- ❑ **Secure testing environment.**

- ❑ **Capability to record and validate user's IP address to make sure that student is in the USA or even the State of Nevada.**

- ❑ **Randomized personal security questions.**

- ❑ **Randomized test questions.**

- ❑ **Audit trails on user login's.**
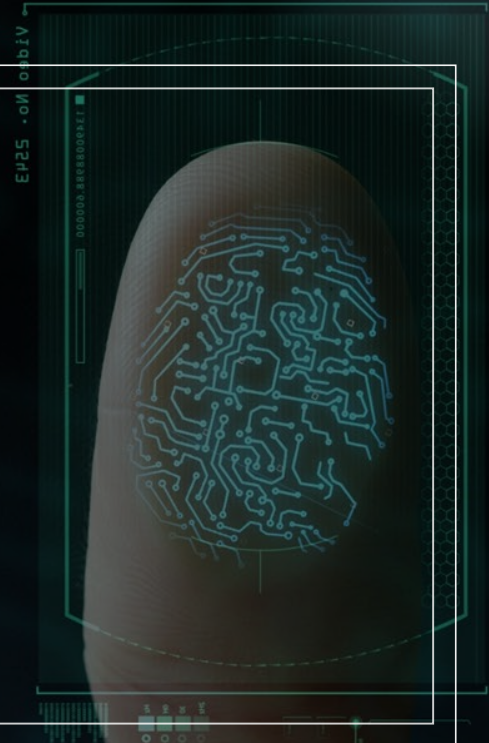
ADDITIONAL FEATURES

1 **Program is smart enough to remember where a student left off and should restart on each page.**

2 **Program will not allow duplicate log-in's.**

3 **Program offers capacity to re-review materials already covered.**

4 **Program will print certificates of completion.**

User Verification

TESTING CAPABILITIES

- ❑ The test questions are randomized, meaning each student sees a different sequence of questions on screens while taking the tests.

- ❑ Program monitors and documents the test taking by periodically confirming personal identification data.

- ❑ Program provides flexibility in the order by which questions may be answered but subject to a timer.

- ❑ Program allows for changing answers so long as time permits before submission of the test answers.

- ❑ Program provides instant grading

- ❑ Program directs student to materials in section where student failed the test.

- ❑ There is no limitation on the number of times a student may retake a test.

- ❑ Bio Metrics

❑Facial Recognition

PUBLIC SITE

❑ **Gives information about the training program and the benefits of learning through Internet.**

❑ **Gives information about course outline, and links from PILB's website**

❑ **Gives information about ProtaTECH and The State of Nevada's Licensing Board**

❑ **Pricing information about the training program.**

❑ **Registration page for students.**

TRAINING/STUDENT SITE

- ❑ **Student can take classes here.**

- ❑ **Program is smart enough to remember where a student left and restart from there.**

- ❑ **Taking of test.**

- ❑ **Viewing of grades.**

- ❑ **Printing of certificates.**

- ❑ **Interaction with the online instructor.**

COMPANY SITE

- ❑ **Companies names there users here.**

- ❑ **Assign trainings to their employees.**

- ❑ **Track the progress of trainings.**

- ❑ **Viewing of grades.**

- ❑ **Printing of certificates.**

- ❑ **Send out notifications to employees.**

Customer Service

❑ Tier 1
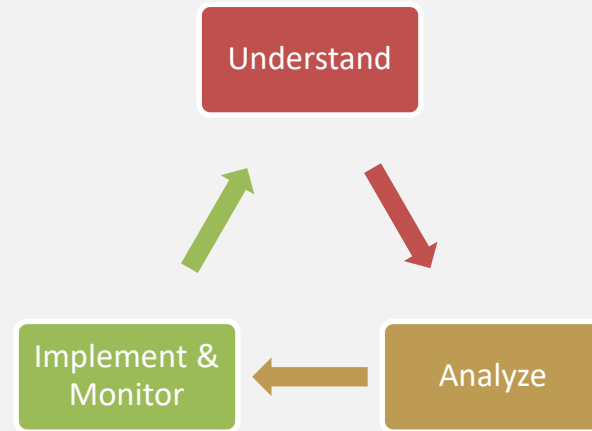- Login Issues
- Password resets
- Users Lockouts

❑ Tier 2
- Course Purchases support
- Dispute management
- Billing and refunds

❑ Tier 3
- Technical issues
- Custom Reports
- Corporate client billing.

Customer Experience Management

- ## Understand
  - Expected customer experience.

- ## Analyze
  - Customer experience quality.

- ## Implement and Monitor
  - Implement changes to improve customer experience
  - Monitor quality of customer experience

WHAT IS FOR Nevada?

❑ **Provide quality education**

❑ **Track students**

❑ **Provide Discounts to Organizations**

❑ **Improve the Industry**

❑ **Add Approximately $600,000.00 to Private Investigators Licensing Board every year**

QR CODE SCANNING

Solution Benefits

Full-Service Automation

**Testing Management
License Management
Citation Management**

**Potential New Revenue
for PILB**

**Real-time Reports and
Training Center
Monitoring**

DEMO

ProtaTECH offer a turnkey solution.

ONE STOP SHOP !

THANK YOU