COMARK
A Fluke Company

# Diligence™ Cloud

## Data Management Platform

# Introduction

The Diligence Cloud is our most advanced data storage and management platform yet! It offers users a quick and dynamic way to access and drill-down into the data from any device that is being monitored.

The Diligence Cloud Dashboard View delivers a concise overview of your estate of devices, to help you resolve issues more quickly, saving loss of perishable goods, time and money.

## Any Questions?

Get the answers from our team of experts

Monitoring System Enquiry

# Introduction

The Diligence Cloud provides secure, multi-user access to data records and audit trails, from any web-browser enabled device. It is fully scalable to meet the demands of monitoring multiple devices across multiple sites, in line with your monitoring, data logging and compliance requirements.

The Diligence Cloud allows you to analyse, store and manage real-time and historic data from multiple transmitters, accessed from anywhere in the world. Providing peace of mind through error-free and traceable data, on an easy to use management platform, that assists you in conforming to any regulatory compliance applicable to your particular industry.

### Critical Monitoring
Set the Diligence Cloud to monitor and keep track of your estate of devices and alert you to any changes that may negatively impact your products or organization.

### Regulatory Compliance
Stay compliant with the latest Food Standards Agency, BRC, FDA, MHRA or CQC regulations without the stress associated with manual record-keeping and audit processes.

### Data Integrity
Robust data storage of your measurement data to ensure that complete records are not only error-free, but also maintained in accordance with any regulatory requirements applicable to your industry.

### Fully Scalable Solution
Start small and expand to cover even multiple sites using the same platform. Flexible in accommodating your needs as they change, from additional devices and locations to accessing new features.

### Intuitive Platform
Designed to allow you to configure and use without the need for lengthy training. Leverage the integrated help guides that cover every activity.

### Continuous Improvement
We are committed to continuously improving the Diligence Cloud platform so that it grows and adapts and changes according to the needs of our customers.

Food | Pharma | Healthcare
## The Professionals' Choice

# Why Comark?

We have over sixty years experience in providing quality temperature measurement solutions. We are the trusted choice for food, healthcare and pharmaceutical industry professionals, because we have always been able to demonstrate a thorough understanding of the relevant temperature regulations and guidelines within those sectors.

Our ethos has not changed, in that we always strive to develop our products and solutions to help solve common pain-points, to assist with regulatory compliance and to safeguard reputations whilst bringing much needed peace of mind to the process.

We have a long history of creating and supporting wireless monitoring solutions and the knowledge and experienced that we have gained in that time has culminated in the development of our most advanced monitoring platform yet.

# WiFi Monitoring System

The Diligence Cloud is the central part of your Diligence 600 WiFi Monitoring System, with your estate of transmitters linking centrally to your Diligence Cloud account. This could be anything from a single transmitter, to multiple transmitters across multiple sites.

The data is stored on your transmitters before being backed up to our secure Diligence Cloud platform allowing you to view and analyse the data on demand, as well as set-up and receive real-time alerts regarding the condition of your storage areas in order to safeguard your perishable goods and valuable samples.
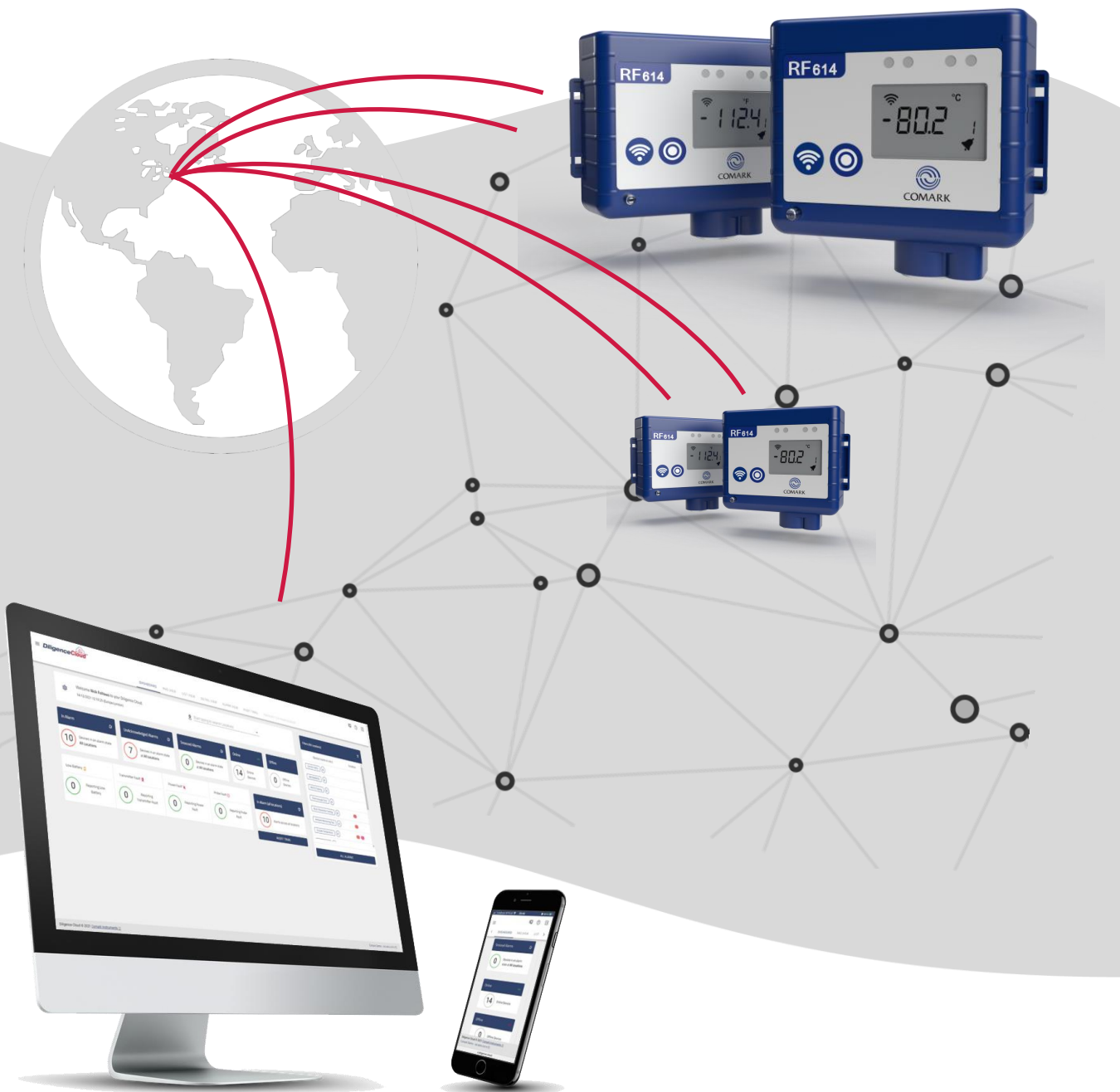
# Platform Overview

We have a long history of creating and supporting wireless monitoring solutions and the knowledge and experienced that we have gained has all gone into what we consider our most advanced monitoring platform yet.
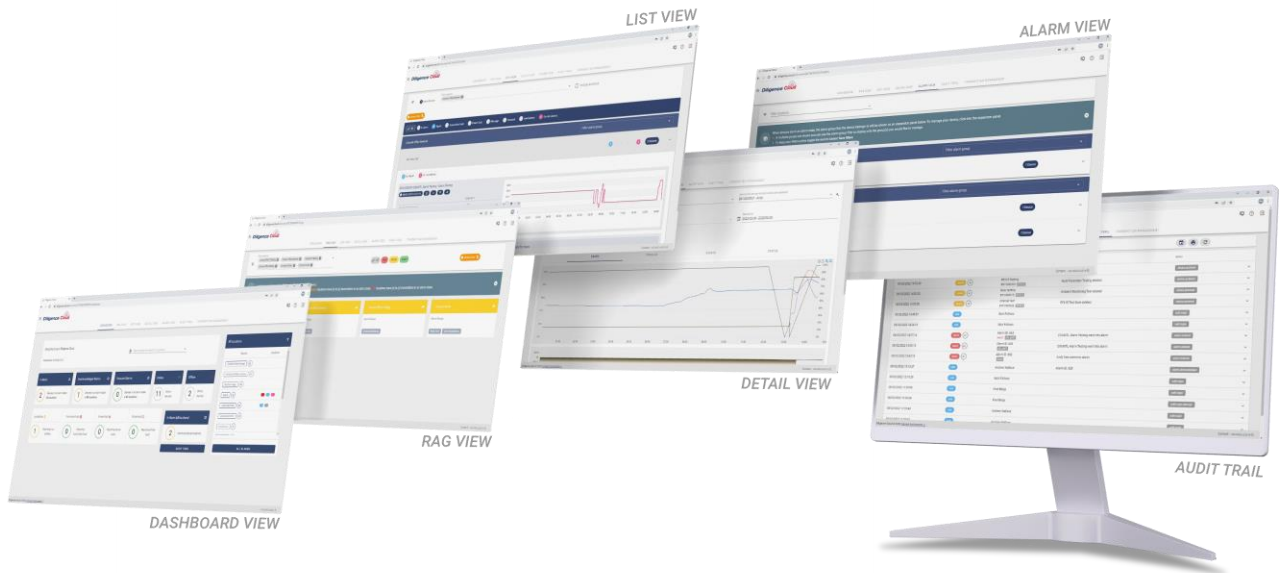


At the heart of the Diligence Cloud lies the Dashboard View, designed to give you a snapshot overview of the health of your estate of transmitters and alert you, at-a-glance to any potential issues.
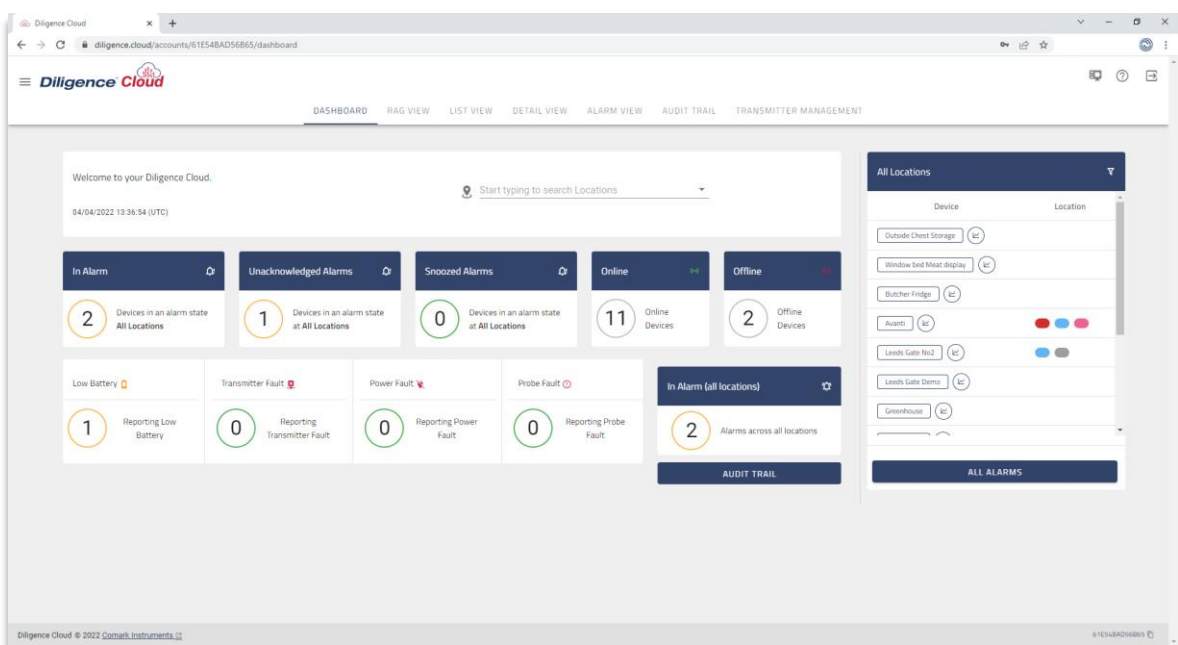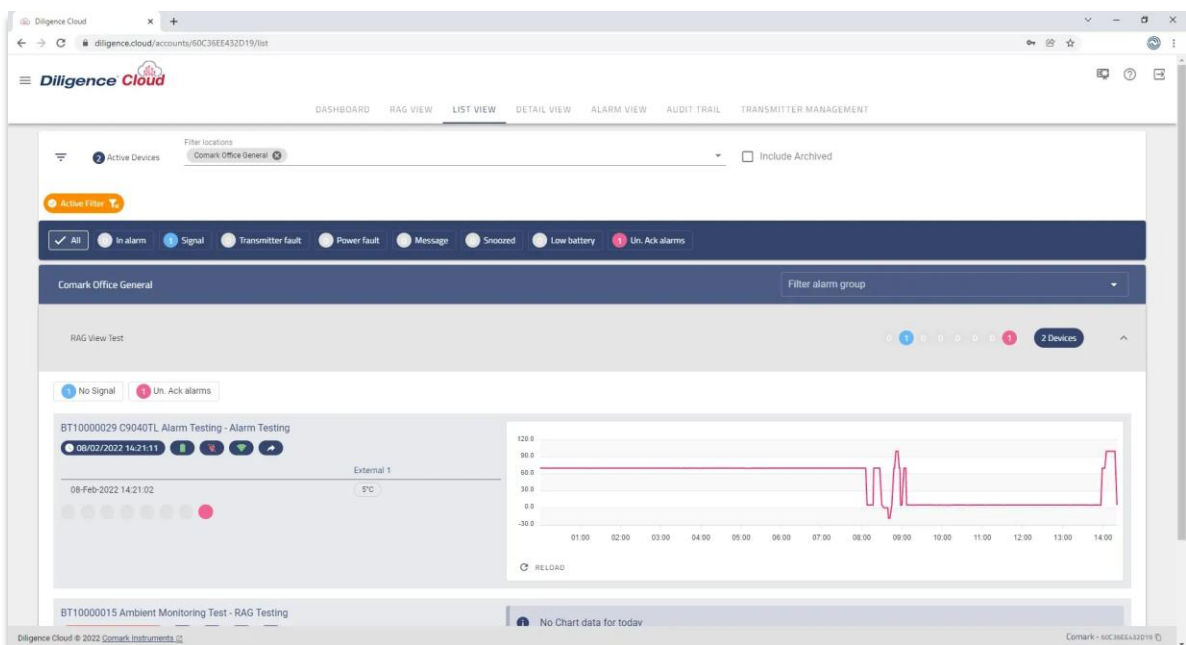
# Platform Overview

Our RAG View screen puts the alarm states of all of your locations front and center and displays each of them in a Red, Amber, Green (RAG) format to denote their current status and alert you at-a-glance to potential issues.
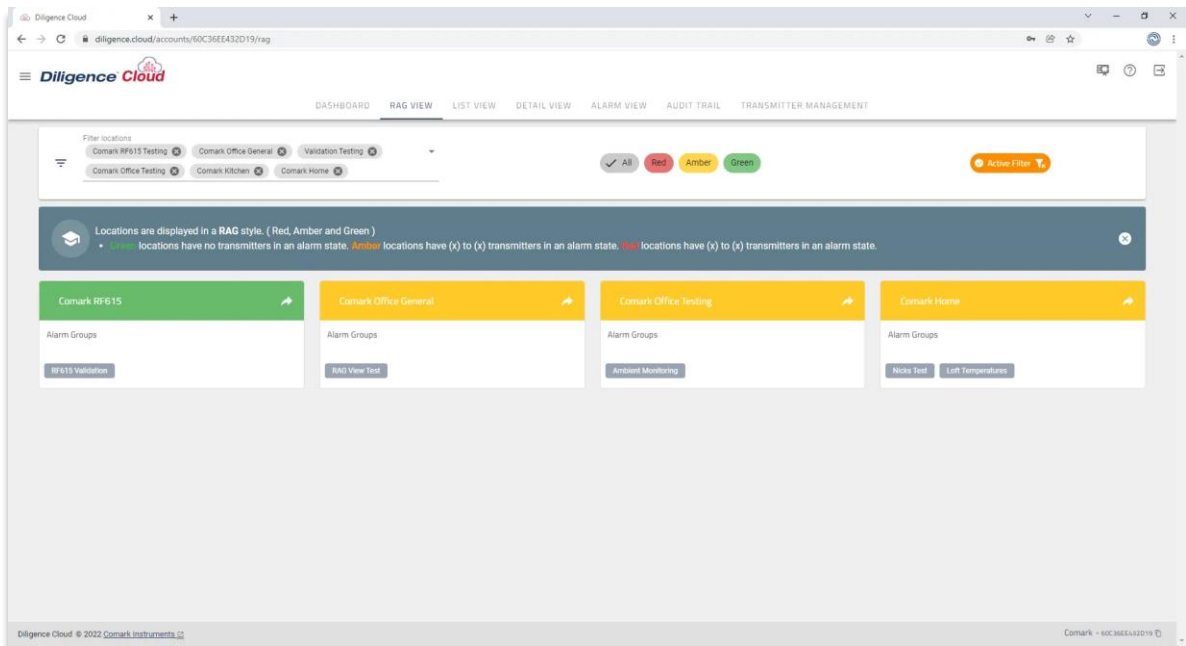


From the RAG View it is an easy drill-down in to the List View where all of your alarm groups containing one or more devices, are shown in expansion panels, allowing you to dive deeper into the device summaries and view useful information such as the status of the battery, signal strength and any alarm conditions.

# Platform Overview

The Detail View is your page for viewing more in-depth data from individual transmitters including graph data, tabular data, events data and of course transmitter status. You can also task transmitters from this page.
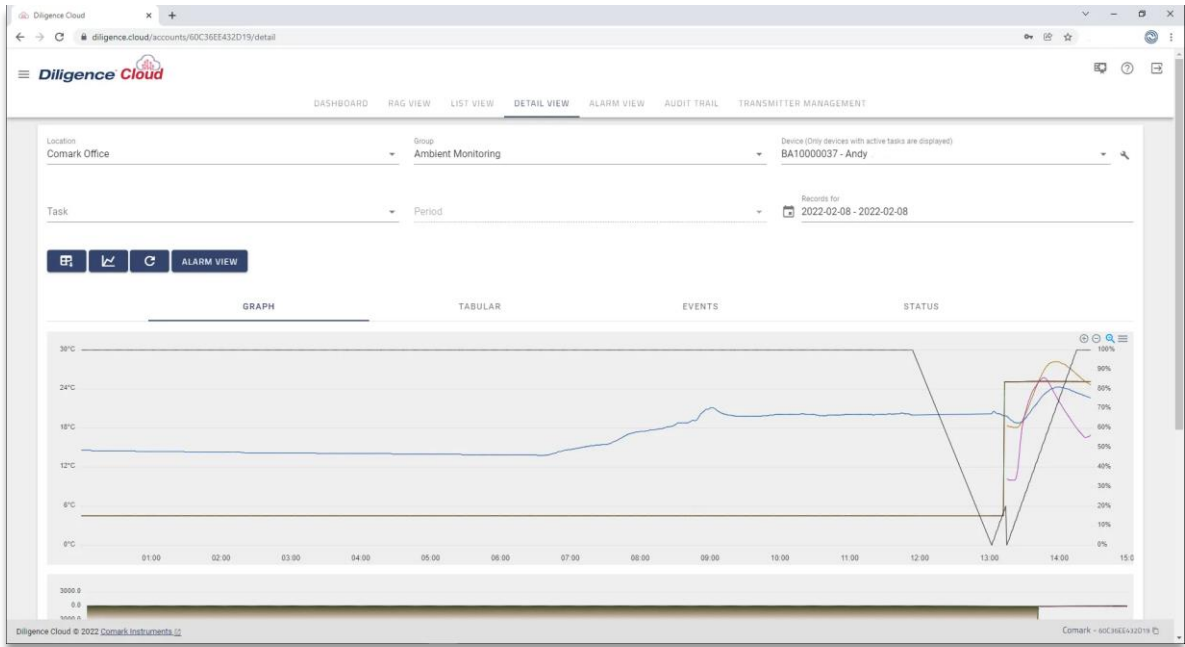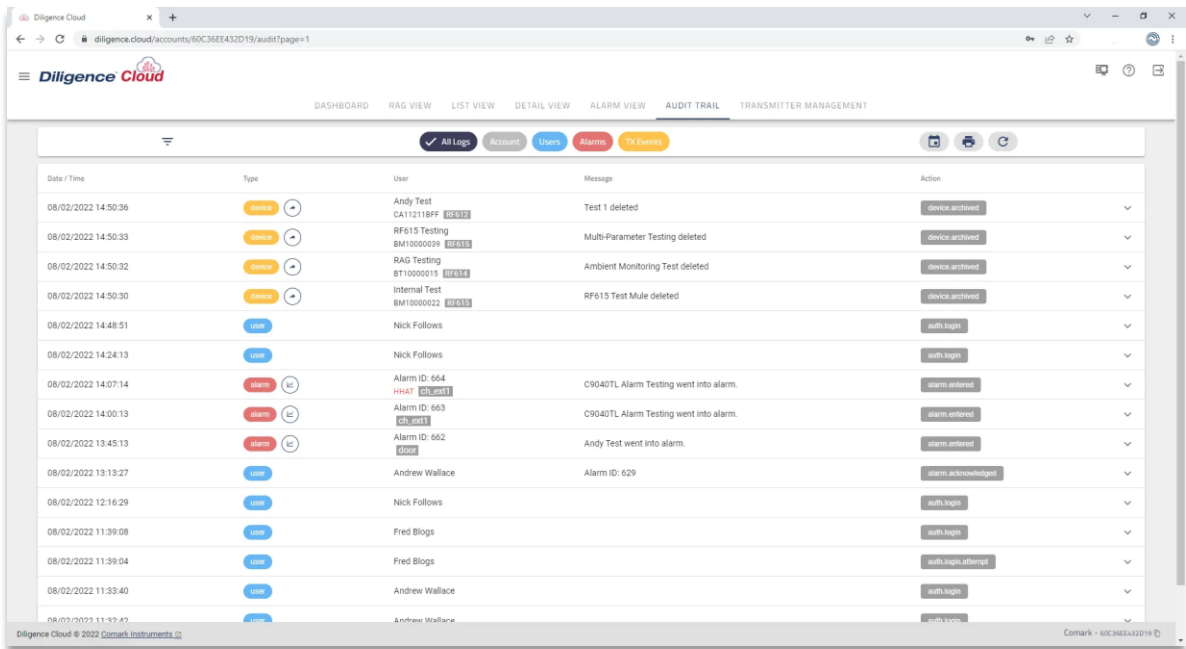


In Alarm View the system will display any locations and alarm groups which currently have unacknowledged or snoozed alarms. Click on an alarm group to expand it and view the transmitters with alarms. Handy filters allow you to customise or narrow down the displayed results.
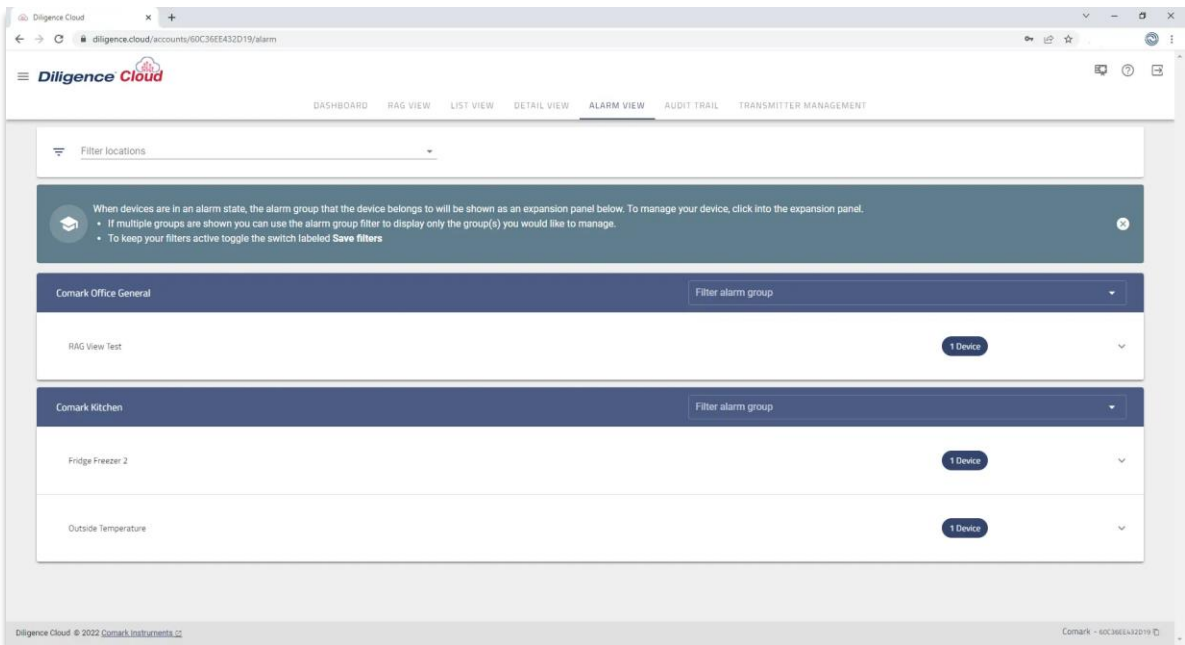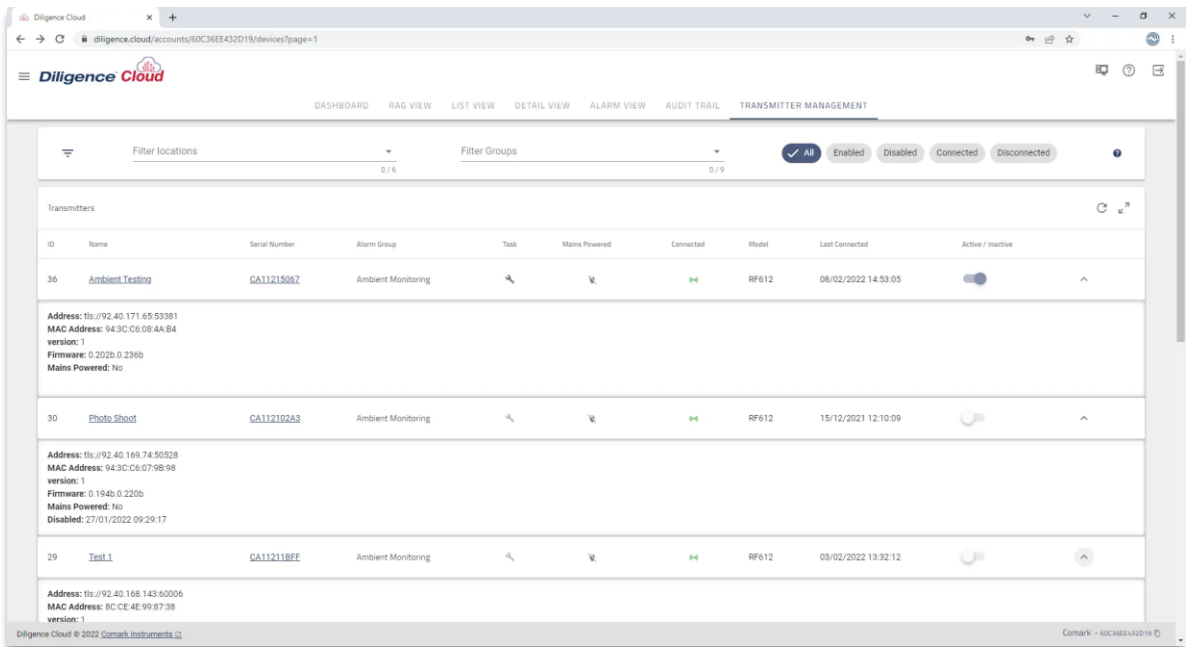
# Platform Overview

The Audit Trail page will display all of the activity on the Diligence Cloud. Any user action or interaction with the platform along with transmitter activity will be recorded here. Use the filters and the transmitter search facility to look for specific events.



As the name suggests, the Transmitter Management page is used for controlling your transmitters in the Diligence Cloud. Here you can add new transmitters and manage their settings. Click on any listed transmitter will allow you to adjust its settings.

# License Plans

Access to the Diligence Cloud is based on License Plans which are outlined in brief below. The license plans are flexible in accommodating your needs as they change, from adding additional devices and locations, to accessing new features. For further details on any of our license plans, please do not hesitate to contact us directly.

|  | Lite Plan | Plus | Premium |
|---|---|---|---|
| Transmitters | 10 Max | 100 Max | Unlimited |
| Users | 3 Max | Unlimited | Unlimited |
| Locations | 3 Max | Unlimited | Unlimited |
| Alarm Groups | 3 Per Location | Unlimited | Unlimited |
| Printing | ✓ | ✓ | ✓ |
| Data Export | ✓ | ✓ | ✓ |
| * Language Selection | ✓ | ✓ | ✓ |
| Hardware Event Notifications | ✓ | ✓ | ✓ |
| * OTA Firmware Upgrade | ✓ | ✓ | ✓ |
| High/Low Alarms With Delay | ✓ | ✓ | ✓ |
| High/Low Pre-Alerts With Delay | - | ✓ | ✓ |
| ** Multi-Graph | - | ✓ | ✓ |
| * Copy Existing Task | - | ✓ | ✓ |
| Snooze/Repeat Alarms | - | ✓ | ✓ |
| * Heartbeat Email | - | ✓ | ✓ |
| CFR/BRC/FDA/GMP Features | - | ✓ | ✓ |
| * Electronic Signing Data | - | - | ✓ |
| Alarm Acknowledge With Comments | - | - | ✓ |
| * Lethality/MKT Data | - | - | ✓ |
| * Graph Annotations | - | - | ✓ |

\* Features not currently available but planned for Spring/Summer 2022
\** Features planned for development by end of 2022

# Security Overview

For more detailed information on our Diligence Cloud Platform, we have designed a separate document to act as supporting material to this brochure. It is aimed at corporate IT departments and technical personnel, who are charged with investigating or implementing a Diligence 600 WiFi Monitoring System, including the Diligence Cloud data storage and management platform.

Our Diligence Cloud Security Overview document sets out the technology and infrastructure that is used, as well as the data protection mechanisms in place. The information contained is directly relevant to those charged with ensuring the continued security of your own systems.

Feel free to contact us for a copy, or download from our website.



## Any Questions?

Get the answers from our team of experts

Monitoring System Enquiry

"Our mission is to provide quality, trusted and reliable measurement and monitoring products to professionals seeking solutions to protect perishable goods and future developing needs."

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