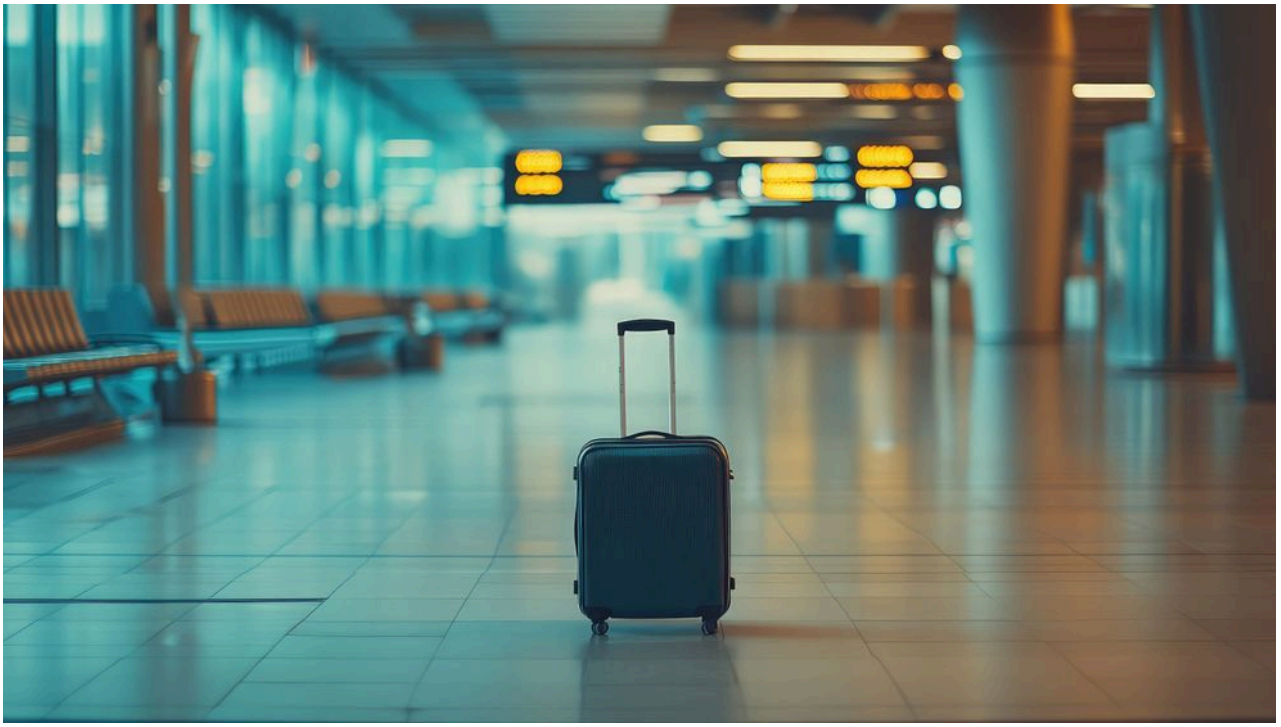
Case Study

NewRedo



Watchful: Compliance and Safety Platform for Major Retail Estates

/ ProFacilities

Pro Facilities is a high-end solution partner to major retail brands, leading landlords and developers, delivering integrated security, safety, compliance, loss-prevention and facilities-management solutions across the UK and Ireland. From automatic and steel doors to fire-rated shutters, shopfronts and built environment works, they design, install and maintain assets with 24/7 reactive cover and as part of complex programmes of work. Their in-house digital surveying and 360° virtual walkthroughs produce accurate asset records and audit trails that streamline compliance and project delivery. With nationwide reach, Pro Facilities helps multi-site estates standardise best practice and reduce operational risk. This combination of on-the-ground execution and data-rich assurance makes Pro Facilities a trusted partner of choice.

> " The NewRedo team continually went the extra mile to get the solution we needed. The outcome has been phenomenally well received "
>
> John Hardman - Managing Director

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Project Introduction

Delivered a multi-site safety and compliance platform for major retail estates to meet the requirements of the Terrorism (Protection of Premises) Act 2025 (Martyn's Law). The engagement spanned discovery through to live operations, producing an offline-first mobile app (iOS/Android) and a command-centre web application that unify incident coordination, roll calls, asset checks and audit trails. Work focused on a resilient, scalable architecture, clear user journeys for frontline and control-room teams, and a release cadence that supported rapid pilots and phased rollout across complex estates.

Project Challenge

With the Terrorism (Protection of Premises) Act 2025 approaching, national retailers and major landlords needed more than another checklist app, they needed a robust, estate-wide way to evidence compliance across hundreds of public-access sites. That meant unifying incident reporting, roll calls, asset checks and audit trails into a single, defensible system, while coping with high event volumes, diverse operating models and the realities of shift-based work across multi-site portfolios. The physical estate added a non-negotiable constraint with uneven connectivity very common. Critical activity often happens in basements, plant rooms and roof spaces where Wi-Fi and mobile data are patchy, or absent; and where maintenance teams may be lone working. Any solution had to keep people safe and workflows moving without a network, then synchronise flawlessly the moment connectivity returned. The app needed to operate in a true stand-alone mode, capturing time-stamped reports, evidence and roll-call outcomes locally and queuing updates for secure, conflict-aware synchronisation as soon as a signal is available.

Project Solution

NewRedo partnered with Pro Facilities to design, build and operate Watchful — a multi-platform mobile app (iOS/Android) plus command-centre web application. Watchful enables floor teams and control-room staff to coordinate incidents, complete safety procedures, run compliance checks, support lone workers and manage third-party contractors. The mobile app works offline and resyncs automatically; all events sync in near real time across devices and the command centre.

Delivery Approach

- Full-service product team including user research, product/UX design and software delivery.
- Agile delivery with iterative releases, backlog refinement with stakeholder aligned deadlines.
- Automated delivery pipeline with continuous integration, testing and deployment; live monitoring and alerting; structured incident management.

Key Capabilities

- Incident reporting with evidence capture and time-stamped audit trail.
- Roll calls and safety procedures during incidents.
- Compliance checks for fire and other installed equipment.
- Lone-worker support and oversight.
- Contractor approval, attendance and on-site monitoring.

Customer Value Proposition

Watchful gives large, public-access retail estates a single, dependable way to coordinate incidents, keep people safe and prove compliance—without stalling in connectivity blackspots. Floor teams and control-rooms now share a real-time picture; reporting, roll calls and evidence capture flow into a tamper-resistant audit trail that stands up to Martyn's Law. For Pro Facilities as the product vendor, Watchful is a productised, app-store-ready platform with live operational monitoring and a scalable foundation—letting them spin up new retailers quickly, support trials with national brands, and grow accounts with an update cadence that keeps pace with changing regulation.

- Faster compliance with end-to-end, time-stamped reporting with photo evidence creates an auditable record of incidents and mitigations.
- Stronger incident response harnessing a shared command-centre and mobile view keeps teams collaborating in real time.
- Works when networks don't by supporting on / offline resilient operation.
- Replaces fragile radio workflows after moving from VHF radios removed failure points like flat batteries and damaged headsets.
- App-store availability and a resilient, scalable ops backbone enable rapid retailer onboarding, credible enterprise trials and user-base growth, differentiating Pro Facilities in competitive tendering.
- Built to evolve so the product keeps pace with legal and operational change.

Project Skills

User Research, User Centered Design, Mobile Development, IOS App Development, Android App Development, Agile Delivery Management, DevOps, Firebase, React.js, Web Programming, Quality Assurance (QA), Test Management, Test Automation, CI/CD