The Stakes for School Safety Have Never Been Higher

Today, it’s more imperative than ever that our schools are safeguarded against violence and danger. That our students and the people who look after them feel protected and empowered. From custody issues and the tragic rise in violence to the nearly one million known sex offenders walking free, the well-being of our communities is increasingly at risk. And the task of addressing these vulnerabilities—meeting stringent drill requirements, identifying dangerous visitors, vetting and managing school volunteers, and being equipped to efficiently respond to emergencies—is increasingly complex. This landscape is daunting. But the school safety community has a committed, uncompromising ally to help confidently navigate it.

A trusted, tested partner, Raptor Technologies® provides one out of three U.S. schools with ongoing expertise, relentless innovation, and a safety management software system that provides assurance in the face of intensifying threats. We empower school communities to stay focused on their highest calling—cultivating educated, civic-minded students, many of whom will help build a safer world for future generations. Safety is exponential like that.

Table of Contents

A Customer-Focused Culture ....................................................... 2
The Raptor® Integrated Safety System ..................................... 4
The Power of a Single Unified System ..................................... 5
Raptor® Visitor Management ....................................................... 6
Self-Service Kiosks ........................................................................ 8
Raptor® Emergency Management ............................................. 10
Raptor Drill Manager® ............................................................... 12
Instant Data for Continuous Improvement .......................... 14
Raptor Alert™ ................................................................................. 16
Raptor Accountability™ ............................................................ 18
Raptor Reunification® ............................................................. 20
Raptor® Volunteer Management ........................................... 22
How Volunteer Management Works .................................. 24
The Proof is in the Numbers ....................................................... 26
Client Satisfaction ................................................................. 28
Product Implementation and Best Practices ........................ 30
Technical Support ......................................................................... 31
System Specifications ................................................................. 32
More Tools for Your Toolbox ...................................................... 33

“Raptor is not just a vendor—they are a partner.
- Safety and Security Director, Miami-Dade County (FL) Public Schools”
Customer success is our top priority

A Customer-Focused Culture

At Raptor Technologies®, we pride ourselves on being a partner to our clients. We know that schools and districts want a trusted provider that anticipates new and developing school safety challenges, continually supports them so they can be successful, and reliably delivers on these promises year after year. Raptor is that partner for you for school safety.

The key to the success of our partnerships is our company culture. The first fundamental tenet of that culture is “Focus on Customer Success.” It’s the reason we’re able to build solid, long-lasting relationships with our clients. It’s also one of the biggest reasons we maintain an annual customer retention rate of better than 98%.

“We revere our relationship with Raptor because we can provide feedback and see the end result through product evolution. Raptor is extremely responsive to the needs of its users. We would highly recommend Raptor to other districts.”

- Chris Allen, Crisis Management, Laramie County (WY) School District

Enterprise-class from start to finish

Safety requires defense in depth. So does providing enterprise-class software and support. Our holistic approach ensures world-class software solutions and the backup—from cloud security to technical support—to make our clients successful.

“We would highly recommend Raptor to other districts.”

- Chris Allen, Crisis Management, Laramie County (WY) School District

“The Raptor team keeps a sharp eye on what’s happening in schools today and the changing nature of school safety to ensure our product roadmap is aligned with what schools need most, both today and tomorrow.”

- Nelson Linz, COO, Raptor Technologies

The Raptor® Way

FOCUS ON CUSTOMER SUCCESS

BEAN EXPERT

BE POSITIVE

PUT THE TEAM FIRST

BUILD A SCALABLE PROCESS

LEAD BY EXAMPLE

FIND A WAY

LISTEN GENEROUSLY

BE A RAPTOR AMBASSADOR

WALK IN OUR CUSTOMERS’ SHOES

RESOURCES

EXTINGUISH OFFICE POLITICS

BE CLEAR ON EXPECTATIONS

LEVERAGE DATA TO MAKE DECISIONS

CONTINUOUS IMPROVEMENT

DO IT RIGHT THE FIRST TIME

BE PROACTIVE

DELIVER RESULTS

NEVER FORGET OUR MISSION

PRACTICE BLAMELESS PROBLEM SOLVING

BE CREATIVE

KEEP THINGS FUN

SUPPORT

100% US-based with focus on ongoing Customer Success

PRODUCT MANAGEMENT

Dedicated product team and Executive Advisory Boards

CLIENT SERVICES

Dedicated account management teams with Net Promoter score of 96

PRODUCT DEVELOPMENT

Significant and continuous investment in research and development

CLOUD SECURITY

IT security best practices including security audits and penetration testing

CLOUD OPERATIONS

Microsoft® Azure® Cloud and disaster recovery operations

The Raptor® Way
One integrated platform—three solutions

The Raptor® Integrated Safety System

Raptor offers the only integrated school safety software system on the market. Although fully capable of operating as stand-alone solutions, our products integrate with each other and sync with your student information system to ensure that you remain in complete control and have full line of sight to everyone—and every incident—in your schools every day.

RAPTOR VISITOR MANAGEMENT

Know precisely who is in your schools

• Keep out dangerous individuals
• Never release a student to an unauthorized person
• Dispense with inaccurate, illegible sign-in logs
• Clearly badge every approved visitor

RAPTOR EMERGENCY MANAGEMENT

Always be prepared

• Summon help instantly
• Monitor the status of every student and staff member during an active emergency
• Access EOPs and building plans in seconds
• Reunify students with caregivers with unmatched efficiency and effectiveness

RAPTOR VOLUNTEER MANAGEMENT

Save time and money; automate processing; minimize paperwork

• Eliminate paper volunteer applications
• Vet for sex offender status and criminal history
• Cut screening and processing time from weeks to hours
• Generate reports with a mouse click

Raptor solutions work together seamlessly

The Power of a Single Unified System

VISITOR MANAGEMENT

If a volunteer checks in, they will be logged in Raptor Volunteer Management for reporting purposes.

In the event of an incident, Raptor Emergency Management pulls all visitor check-in data so everyone in the building can be accounted for.

VOLUNTEER MANAGEMENT

All volunteers who check into schools via Raptor Visitor Management will be recorded in Raptor Volunteer Management for reporting on hours, projects, and more.

EMERGENCY MANAGEMENT

Every visitor, volunteer, or contractor who checks into a school with Raptor Visitor Management will appear in Raptor Emergency Management for full status and location accountability and reporting.
Custody issues and legal orders are more and more common. Raptor notifies us of those situations instantly, and that helps us keep it all under control. – Brenda Richmond, Director, Management Information Systems, Austin (TX) ISD

Raptor® Visitor Management

Some U.S. schools still rely on handwritten visitor logs to record visitors. Even if a person writes their own name legibly, campus personnel may know nothing about their background, whether they should be allowed in the school, or if they have custodial rights. Raptor Visitor Management eliminates uncertainty.

INSTANT CUSTODY MATCH & SEX OFFENDER SCREENING

Screen each and every visitor against databases listing custody and guardianship orders and banned visitor status, as well as sex offender databases in all 50 states.

SILENT ALERT

Highly visual emergency buttons on system desktop and mobile screens send instant voice, email, and text alerts to a customizable list of recipients.

PHOTO BADGES AND COMPLETE VISITOR RECORDS

Help staff recognize approved visitors with printed badges, including the person’s photo, name, time stamp, reason for visit, and destination. Generate accurate, reliable district-wide visitor records and reports with a complete sign-in history for every person entering your schools.

Know precisely who is in your schools
Manage visitors with minimal staff assistance

Self-Service Kiosks

Raptor Self-Service Kiosks operating Raptor Visitor Management will alert staff of custody violations, screen for sex offenders, generate district-wide reporting on all visitors, and enable approved guardians to sign out students themselves for appointments or other early dismissal—all with little or no office personnel assistance.

**SMALL KIOSK**

Compact 10.1” tablet-based kiosk weighing less than ten pounds. Easily transportable to a gymnasium, auditorium, or other Wi-Fi-supported location for visitor screening throughout the building.

**LARGE KIOSK**

22” user-friendly touchscreen interface with either a sturdy desktop stand or a wall mounting option for optimal placement in a school entrance or secure vestibule.

**CUSTOM KIOSK**

For schools that want to use their own computer, this option lets districts employ the kiosk software on a district-provided computer or tablet. Requires purchase of scanner and badge printer.
Always be prepared

Raptor® Emergency Management

Raptor Emergency Management combines proven emergency practices with 21st-century technology to help your district prepare for, respond to, and recover from any emergency. Maintain real-time visibility during drills, active incidents, and reunification events. Raptor Emergency Management can run on any web-based device.

For emergency preparation, response, and recovery

RAPTOR DRILL MANAGER®
Ensure your schools never miss a drill. Schedule, conduct, and manage drills, record results, and track compliance at the school or district level.

RAPTOR ALERT™
Get help now! Initiate an emergency instantly. Summon assistance for any type of situation with the touch of a mobile screen.

RAPTOR ACCOUNTABILITY™
Gain full visibility within minutes. Account for every person including ALL students, staff, visitors, volunteers, and contractors. Access building maps, EOPs, and other key emergency documents.

RAPTOR REUNIFICATION®
Reunify students with approved guardians 4 times faster. View student status and location in real time. Ensure accurate student reunification with ONLY approved guardians.

The advantages of the Raptor system over standard paper-and-pencil based emergency processes were obvious.
- Christopher Parks, Resource Officer, Brighton (MI) Schools
Ensure your schools never miss a drill

Raptor Drill Manager®

Scheduling, conducting, and reporting on drill status during a busy school year—especially across an entire district—is a logistical challenge. Make certain that no school in your district ever misses another drill. Raptor Drill Manager makes the process faster and easier for both school and district administrators.

The Raptor system has transformed everyone’s attitude toward safety drills. When I go out to the campuses and observe, every staff member is completely engaged and focused.

– David Wrzesinski, Director of Safety and Emergency Management, Robinson (TX) ISD

CREATE AND SCHEDULE

Drill Manager allows districts to publish drill requirements in minutes, and school administrators can then easily schedule drills. Automated notifications remind each school of upcoming drills, and alerts to district administrators let them know current district or building drill status and notify them if any schools are out of compliance.

CONDUCT AND MANAGE

Schools can initiate drills directly from a web-enabled device. Mobile drill initiation and management is also available through Raptor Alert™. Drill initiation shows up immediately on the district dashboard. A record of drill completion is automatically populated in real time within the district dashboard. Additional documentation may be uploaded into the software if required for comprehensive record keeping.

TRACK AND REPORT

Highly visual drill-down dashboards allow administrators to scan drill status quickly for every building, drill type, and compliance status. The reporting tab enables administrators to produce complete and accurate status reports for individual schools or for the entire district with the click of a mouse.

*PROJECTED AVAILABILITY SUMMER 2020. RAPTOR ALERT IS CURRENTLY IN DEVELOPMENT. ACTUAL SCREEN IMAGES SUBJECT TO CHANGE.
Get better with every drill or incident

**Instant Data for Continuous Improvement**

Intuitive dashboards give you real-time and summary views of data from drills and active incidents, enabling you to benchmark response time and drill and incident step details, identify ways to make them even better, and help you to drive continuous improvement.

**INCIDENT MANAGEMENT**

The Incident Management Dashboard shows all active and past Incidents. Filtering features allow staff to compare similar drill types for continuous improvement.

**ACCOUNTABILITY AND REUNIFICATION ACTIVITY DETAILS**

View status and location details of all students and staff—from the moment of incident initiation through reunification—for full incident accountability.

**MONITOR DISTRICT-WIDE ACTIVITY**

The district dashboard displays real-time active incident information as well as a record of past incidents. The dashboard also displays both past and upcoming safety drill information across all schools.
Get help now!

Raptor Alert™

Minimize your district’s time to alert emergency personnel. With Raptor Alert, emergency notification to first responders and your district team is instantaneous.

Raptor® Emergency Management

CUSTOMIZE SCENARIO TYPES AND GET JUST THE HELP YOU NEED

Raptor Alert allows districts to create their own custom lists of smaller-scale emergency scenarios and can send situation-specific, real-time notifications to law enforcement, first responders, administrators, and other faculty members via text or email.

RAPTOR ALERT IS CURRENTLY IN DEVELOPMENT. ACTUAL SCREEN IMAGES SUBJECT TO CHANGE.

MEETS EMERGENCY COMMUNICATION REQUIREMENTS

Raptor Alert helps districts meet current and imminent emergency communication mandates, including:

- “Alyssa’s Law”
- Texas Senate Bill 11
- Kansas Senate Bill 109
- Ohio Executive Order 2019-21D
- Marjory Stoneman Douglas Commission Report Recommendations
Gain full visibility within minutes

**Raptor Accountability™**

In past school emergencies, it has taken several hours to confirm the status and location of every student and staff member. Raptor Accountability gives incident commanders clear, real-time line of sight to the location and status of every student and staff member within minutes of an incident initiation. Raptor Accountability is 100% aligned with the Standard Response Protocol™ and can be run on any web-connected computer or mobile device.

**ACCOUNT FOR ALL STUDENTS & STAFF**

Teachers and staff confirm the status and location of both themselves and their students within minutes of the start of an emergency. Status is instantly transmitted in real time to the incident commander, giving full visibility to the current location and condition of everyone who is in the building at the time of the incident. Easy-to-read desktop and mobile dashboards update automatically as students and staff data comes in. The system records a timeline of events for each student for post-incident reporting purposes.

**ACCESS BUILDING MAPS & EMERGENCY PROCEDURES**

First responders and staff receive instant access to building maps, emergency operations plans, and other emergency documents directly on their mobile devices through the app.

**ASSIST INJURED PERSONS FASTER**

First responders can see data on all students and staff marked injured through the Accountability Dashboard, including information on location, status, medical conditions and allergies, and guardian contact information.

Simultaneous communications and the ability to give multiple incident leaders real-time status reports in an instant... plus the accountability: we knew where resources were needed... And of course, the command center could see it all.

- Christopher Parks, Resource Officer, Brighton (MI) Schools
Raptor® Emergency Management

Reunify students with approved guardians . . . faster

**Raptor Reunification**

Coordinating student status, location, and reunification with authorized guardians offsite can be complicated. Raptor Reunification dramatically increases your speed, accuracy, and efficiency. In timed comparison trials, Raptor Reunification proved 4 TIMES FASTER than paper-and-pencil based reunification methods. And time matters. Research shows that the sooner students are reunited with caregivers, the less likely they are to display symptoms of traumatic stress.

**SPEED**

Reunify students 4 TIMES FASTER using proven protocols combined with the latest in mobile technology.

**ACCURACY**

Eliminate inaccuracy, reduce liability, and ensure students are only reunified with approved guardians. Record approved guardian signature and timestamp data for each reunification.

**DOCUMENTATION**

Track every individual's status changes in real time and generate a detailed history of events for each student and staff member for post-incident reporting and debriefing.

**ALIGNMENT WITH SRM**

Parent-Student Reunification is in 100% alignment with The “I Love U Guys” Foundation® Standard Reunification Method™ (SRM) and dramatically cuts reunification time by replacing handwritten processes with instant mobile communications and automated record-keeping.

The pay-off was when we had a real emergency. Everyone saw firsthand just how fantastically Raptor worked and how fast and accurately reunification went.

- Bruno Dias, Director of Safety & Emergency Management, Weatherford (TX) ISD

Following a morning toxic gas leak, Weatherford (TX) ISD reunified 99% of 369 evacuated students by lunch time.

Capture a guardian signature at the point of reunification

Create a full digital record for each reunified student

Capture a guardian signature at the point of reunification

Create a full digital record for each reunified student

-\-\-\-

Following a morning toxic gas leak, Weatherford (TX) ISD reunified 99% of 369 evacuated students by lunch time.

- Bruno Dias, Director of Safety & Emergency Management, Weatherford (TX) ISD

Capture a guardian signature at the point of reunification

Create a full digital record for each reunified student

The pay-off was when we had a real emergency. Everyone saw firsthand just how fantastically Raptor worked and how fast and accurately reunification went.

- Bruno Dias, Director of Safety & Emergency Management, Weatherford (TX) ISD

Following a morning toxic gas leak, Weatherford (TX) ISD reunified 99% of 369 evacuated students by lunch time.

Capture a guardian signature at the point of reunification

Create a full digital record for each reunified student

The pay-off was when we had a real emergency. Everyone saw firsthand just how fantastically Raptor worked and how fast and accurately reunification went.

- Bruno Dias, Director of Safety & Emergency Management, Weatherford (TX) ISD

Following a morning toxic gas leak, Weatherford (TX) ISD reunified 99% of 369 evacuated students by lunch time.
Save time and money; automate processing; minimize paperwork

Raptor® Volunteer Management

Say goodbye to bulky 3-ring binders, flimsy color-coordinated folders, and long, troublesome spreadsheets. Raptor Volunteer Management:

• **Streamlines communication**—Eliminate hundreds of status inquiries and provide instant notification of completed and approved applications and cleared background checks.
• **Reduces approval time**—Reduce application approval process from weeks to hours, automatically approve applicants with no criminal or sex offender history, and only review applications with potential risk.
• **Enhances safety and security**—Each check-in triggers a fresh instant sex offender and custom alert screening.

It used to take us three or four weeks to completely process a new volunteer application and get a result. With Raptor, it’s now more like three or four minutes.

- Kelly Demitro, District Volunteer Liaison, Hernando County (FL) School District

A comprehensive, streamlined solution from application to screening to reporting

**APPLICATION**

Prospective volunteers apply in an easy-to-use, customizable online application tool.

![Greenville County (SC) Schools processes 6,000+ new applications annually with the Raptor system](image)

**SCREENING**

The system screens prospective volunteers for sex offender status and compiles criminal background results for easy review.

![Vancouver (WA) Public Schools reduced screening time from 10 days to 20 minutes with the Raptor system](image)

**REPORTING**

 Quickly access and export volunteer reports. All dashboards are intuitive and easy to read.

![Okaloosa County (FL) Schools easily manages and reports on 28,000 annual active volunteer sign-ins with the Raptor system](image)
How Volunteer Management Works

Step 1: VOLUNTEER APPLIES ONLINE
Prospective volunteer completes customizable Volunteer Management application, including personal information, school preference, and volunteer role types of interest. Applicant receives email confirmation of application submission.

Step 2: SYSTEM SCREENS APPLICANT
System screens the applicant for sex offender status in all 50 states as well as criminal background. Applicants with no criminal history can be automatically approved.

Step 3: COORDINATOR REVIEWS APPLICATION STATUS
Volunteer Coordinators have a full view of any applications awaiting approval, active volunteers signed in, and volunteer hours.

Step 4: COORDINATOR APPROVES/DENIES VOLUNTEER APPLICATIONS
Applicants with criminal history (such as traffic-related convictions) are moved into the volunteer Approval Queue to await review by the Volunteer Coordinator. Applicant is notified of acceptance/denial via email.

Raptor® Volunteer Management

Volunteers can access their profiles, where they can track their hours, view current and upcoming events, chat with other volunteers, and update their personal information. Volunteers can also view their history including previously logged hours.

Events
Coordinators can create new events and manage active ones; volunteers can view details and register for upcoming events.

Reporting
Coordinators can monitor and report on total volunteer hours by building, by project, or district-wide.

In 2019, the Raptor System
Managed 400K+ active volunteers donating nearly 13 million hours.
More than 32,000 K-12 schools nationwide trust the Raptor® system to help keep their students and staffs safe … because it works

KNOW PRECISELY WHO IS VISITING YOUR SCHOOLS

Districts call me all the time to inquire about our visitor management system. I tell them proudly that we use Raptor.

- Sharon Gardner, Risk Manager and Safety Officer, Rowan-Salisbury (NC) Schools

Rowan-Salisbury (NC) School System (35 schools)

- First sex offender flagged 20 minutes after Raptor system installed
- Safety Director: “Before Raptor, how many times has a sexual predator walked into one of our schools without us even having a clue?”

Weatherford (TX) ISD (11 schools)

- February 2019: Juan Seguin Elementary experienced a toxic gas leak, forcing immediate evacuation and initiation of an offsite reunification.
  - 369 students were evacuated
  - 50% of the students were reunified within the first hour; 99% by lunch time

Our reunification experience with Raptor that day was nothing short of remarkable.

- Bruno Dias, Director of Safety & Emergency Management, Weatherford (TX) Texas

Greenville County (SC) Schools (106 schools)

We’re not like (some) districts, with building-based volunteer coordinators. I’m it, for the entire district. That’s a testament to the speed and ease of the Raptor system.

- Randle Evett, Safety Specialist, Greenville County (SC) Schools

We district manages over 30,000 active volunteers and processes 6,000 new volunteer applications each year.

- Utilizing Raptor, district was able to reduce the volunteer management staff from 5 FTE to 1 FTE.
You speak—we listen

Client Satisfaction

At Raptor Technologies®, we’re proud of our record of client satisfaction. But we won’t rest on our laurels. Keeping our clients satisfied by delivering cutting-edge products aligned with proven practices and protocols—helping them protect their schools by keeping their systems up and running every day—is the only legitimate measure of our success.

How are we doing? Our clients are our biggest fans. Net Promoter scores are calculated based on answers to a single question: How likely are you to recommend us to a colleague?

Net Promoter Score: **Support**
- 96

Net Promoter Score: **Implementation**
- 100

Average Call Answer Speed
- 13 SECONDS

SLA* Issue Resolution
- 96%

Average Issue Handle Time
- 10 MINUTES, 27 SECONDS

Our clients speak to our value

Our school personnel really like working with the Raptor system. It’s straightforward and simple to use. And prospective volunteers—parents, grandparents, and community members—all like using it. They can easily apply online and monitor their approval status. And because we require volunteers to reapply each year, it completely eliminates the paperwork hassle on our end.

- Debbie Tate, District Volunteer Coordinator, Okalossa County (FL) School District

I don’t, as a rule, push any product, but I told a security director from a neighboring district about our success with the system. They had Raptor on their radar for possible purchase. I told him how well it works; how responsive the Raptor team has been to our needs and suggestions, and that we were fully on board with the system. I think that’s a pretty strong recommendation. At the end of the day, what I will say is this: Raptor has helped this district restore peace of mind for our teachers, administrators, and parents. That’s what it’s done for us—helped give us peace of mind.

- Mark Pompano, Director of Security, Newtown (CT) Public Schools

Our parents were very impressed. They saw our team checking IDs and using their mobile phones to direct the reunification. They knew that no mistakes were being made. We’ve heard nothing but positive remarks. The app brings legitimacy to the process, and the digital signature sign-off with parents really makes it official. We’re strong supporters. We’ve promoted the Raptor system to neighboring districts because our experience with it that day was nothing short of remarkable.

- Bruno Dias, Director of Safety & Emergency Management, Weatherford (TX) ISD

Raptor has features that we never intended on benefiting from, but we have benefited. The system helps us with business accounting, for instance, because we can confirm the actual presence of contractors on campus and compare that data to billing charges. The duress/panic button feature in the system is certainly a reassurance to our front office personnel. And frankly, we hadn’t anticipated the value of local custom alerts, but they give us the ability to keep track of individuals who have a negative history with the district. Quantifying the value of this system and its features is difficult, but if Raptor helps us avert even one tragedy involving a student or staff member, then it’s worth it.

- Michael Goldmann, Safety Program Manager, School District of South Milwaukee (WI)

I’m on the district health committee, which is headed by parents. When I introduced them to Raptor Emergency Management, they were so impressed they didn’t want to talk about anything else. It’s the kind of thing that, once you’ve seen it, you’re really impressed. I believe in the product. I’ve already recommended Raptor Emergency Management to several other districts.

- David Wrzesinski, Director of Safety and Emergency Management, Robinson (TX) ISD

Our district serves a large immigrant population, and initially there was a lot of concern among some parents that the ID screening process would alert authorities to their immigration status. But we carefully communicated to them that the system only captures basic information and that none would be shared outside the district. They now understand how much safer their kids are in our schools.

- Michael Barbara, Safety Coordinator, Alhambra (CA) USD

* SLA: service level agreement

Read our case studies at [www.raptortech.com/case-studies](http://www.raptortech.com/case-studies)
The best school safety and emergency plans involve precise coordination among people, processes, and technology. That's why the Raptor® team will advise you on proven practices and protocols and guide you through implementation from beginning to end.

Unlike some providers who install the system, do some checks, hand you the controls, and then disappear, the Raptor team will take the time to discuss your specific school security requirements in detail. We'll stay with you well beyond installation to help you understand the products and features completely, and we'll walk you through each step to ensure your success. Depending on factors such as district size, specific solution, and your level of technical expertise, those steps may include:

- Helping you set up your safety team
- District system administrator training
- Client-specific account configuration
- Table-top exercises and drills
- Pilot installation and system assessment
- District-wide installation and user training
- Status checks
- Support resource briefing
- Implementation best practices
- Implementation wrap-up

We stay right by your side

Technical Support

At Raptor Technologies, our customer focus extends to providing world-class technical support to every single one of our client schools—more than 32,000 of them.

**FAST ISSUE RESOLUTION**

When our technical support team receives a call or support query, we're proud to say that our average response time is **13 seconds**. Our average issue resolution time is just over **10 minutes**. Our team is available to assist you via email, phone, or remote assistance, and we'll help you get the most from your Raptor system.

Inquiries are received, diagnosed, and resolved with a **96% SLA issue resolution**. This means that your system remains up and running—and that your students and staff remain protected—at all times.

**Technical support contact info, hours, and services:**

- **Via phone:** 877-772-7867 option 2, 7 days a week, 6 AM – 6 PM CT
- **Via email and/or live remote support:** [www.raptortech.com/support](http://www.raptortech.com/support)
- **Raptor University Community Knowledge Base** featuring videos, FAQs, Raptor troubleshooting guides, and more

Tech support was fantastic! Very friendly, knowledgeable, and went above and beyond to give me and my coworkers a helping hand. Great sense of humor, which goes a long way in easing the transition to a whole new process at our schools. THANK YOU, THANK YOU, Raptor!!

- Emergency Manager, Worcester, Massachusetts

* SLA: service level agreement
Raptor Technologies® technical details

System Specifications

**SUPPORTED OPERATING SYSTEMS AND BROWSERS**

The Raptor® system works with the following operating systems and browsers:

- Microsoft® Windows® 7 Professional 64-bit
- Microsoft® Windows® 10 Education or Professional 32-bit or 64-bit
- Microsoft® Internet Explorer
- Google® Chrome®

**Note:** Raptor software does NOT run natively on a Mac® computer. Consult Raptor Technical Support for more information.

Download full Technical Specifications at www.raptortech.com/techspecs

**SUPPORTED UNIFIED CLASSROOM ECOSYSTEMS AND RAPTOR LINK**

The Raptor system seamlessly integrates with the following unified classroom ecosystems to synchronize student directories and track student late arrivals and early dismissals:

- Clever
- ClassLink
- PowerSchool

**Raptor® Link**

Raptor Link provides a link to your SIS through your classroom ecosystem and automatically syncs critical student and guardian data to each Raptor solution.

**DIRECTORY INTEGRATION AND SYNC**

Raptor customers can use their Microsoft® Active Directory™ credentials to access any Raptor solution, eliminating the need for additional usernames and passwords. Addition or removal of users from a district’s Active Directory automatically adds or deletes the user’s Raptor system credentials to help ensure your data security and integrity.

**CLOUD STORAGE AND DATA PROTECTION**

Raptor software is housed in the Microsoft® Azure® Cloud, and we continually invest in system penetration testing, security audits, and disaster recovery testing to keep your data safe.

**Additional school safety resources**

**More Tools for Your Toolbox**

At Raptor Technologies, we don’t think of ourselves as just a software company. We have the know-how, tools, and resources to help you succeed with literally any configuration, training, or roll-out requirements you may have. As a Raptor client, you will join a community of more than 32,000 U.S. K-12 schools already using the Raptor system who willingly share information and experiences in order to make your use of Raptor school safety technologies easier. We continually act as a hub for such information and resources, and we happily encourage you to take advantage of them.

**These resources include:**

- Sample District Visitor Policy Documents
- Principal Communication Toolkit
- Visitor and Data Security FAQs
- Undocumented Visitor FAQs
- Parent Communication Toolkit
- Raptor University Community Knowledge Base
- How-to videos
- On-demand and live training webinars

---

“We did our research . . . In the end, we were most impressed by the Raptor system.”

- Touda Bentatou, IT Analyst, Irvine (CA) USD