



CCO OPERATIONAL INTELLIGENCE PLATFORM

See risk sooner. Standardize execution. *Improve continuously.*

Operational infrastructure connecting frontline execution, management accountability and leadership intelligence — one connected environment for residential care.

THE OPERATING ARCHITECTURE

Three connected environments. One operating record.

FRONTLINE

Capture

The operational record is created as the work happens.

MANAGEMENT

→ Coordinate

Execution and follow-through are managed against it.

LEADERSHIP

→ Oversee

Patterns, risk and performance surface organization-wide.

WHAT THE PLATFORM DOES TODAY

Twelve capabilities, three operational functions.

ASSESS & IDENTIFY

- 📅 Assessments & audits
- 🔍 Findings & evidence
- ⚠️ Incidents & risk
- 📊 Operational scoring

EXECUTE & FOLLOW THROUGH

- ✅ Action-plan tracking
- 📄 Frontline documentation
- 🔄 Shift continuity
- 🔔 Notifications & escalation

STANDARDIZE & SUPPORT

- 🔒 Role-based access
- 🗣️ Voice transcription
- 📄 Document formatting
- 📖 Summary generation

THE ADOPTION JOURNEY

Four engagements. One platform.

01 DIAGNOSE

Operational Intelligence Baseline

02 DEPLOY

Platform Deployment & Workflow Configuration

03 ADOPT

Team Enablement & Platform Adoption

04 IMPROVE

Managed Operational Intelligence

EXPLORE THE PLATFORM ccooperations.com →

Start with a baseline.

A short conversation establishes whether the platform fits how your organization actually runs — and what a founding-partner pilot would involve.

[Request a Platform
Readiness Conversation](#)



CCO OPERATIONAL INTELLIGENCE PLATFORM

See what's actually happening. *Fix what matters first.*

The baseline engagement turns a home — or a whole portfolio — into a live operational picture. Findings, risks and priorities are captured inside the platform, not in a document that starts ageing the day it lands.

PACKAGE ONE • FOUNDING PARTNER PLATFORM PILOT

STEP 1 OF 4 • ADOPTION JOURNEY

Operational Intelligence Baseline

ENTRY DIAGNOSTIC + PLATFORM PILOT

Establish a live operational baseline, identify priority risks, and give leadership its first connected view of organizational performance inside the CCO platform.



WHAT IS ASSESSED

- Operational structure and daily execution
- Documentation and shift continuity
- Incident, risk and escalation practices
- Staff communication and accountability
- Existing implementation priorities



WHAT GOES LIVE

- Pilot organization configured in the platform
- Standardized operational assessment
- Findings and supporting evidence
- Initial operational-health baseline
- Prioritized action plan
- Leadership access to a live operational view



WHAT LEADERSHIP RECEIVES

- Executive findings summary
- Prioritized risk and opportunity view
- 30–90-day implementation roadmap
- Executive findings meeting
- Founding-partner platform access
- Clear recommendation for full deployment

THE OUTCOME

Know where operational risk exists, what requires attention first, and how progress will be measured — inside one connected environment.



LIMITED FOUNDING PARTNER PILOT

By application

Pricing confirmed following a Platform Readiness Conversation. Limited cohort — selection based on fit, availability and agreed pilot participation.

[Request a Platform Readiness Conversation](#)

CCO OPERATIONAL INTELLIGENCE PLATFORM

Built around your homes. *Not the other way round.*

Deployment configures the platform to how your organization actually runs — your residences, roles, escalation paths and checklists — so staff meet a system that already looks like their work.

PACKAGE TWO • PLATFORM DEPLOYMENT

STEP 2 OF 4 • ADOPTION JOURNEY

Platform Deployment & Workflow Configuration

IMPLEMENTATION + GO-LIVE

Configure and launch a functioning CCO Intelligence Platform environment built around the organization's real residences, roles, workflows and operating requirements.



WHAT IS CONFIGURED

- Organization, residence, role and user setup
- Permissions and access levels
- Incident categories and escalation
- Staff checklists and shift workflows
- Action-plan and implementation tracking
- Notifications and operational reporting



HOW DEPLOYMENT WORKS

- Workflow and documentation review
- Platform configuration
- Approved template migration
- Leadership dashboard setup
- Validation and user testing
- Structured go-live support



WHAT GOES LIVE

- Configured operational workspace
- Connected leadership and staff environments
- Standardized operational workflows
- Live action and implementation tracking
- Manager-ready visibility
- Post-launch stabilization review

THE OUTCOME

A functioning operational intelligence environment — not merely another collection of documents.



ONE-TIME DEPLOYMENT

Custom scope

Investment determined by residence count, workflows, migration requirements and user roles.
Platform subscription priced separately.

[Plan Your Platform Deployment](#)

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Software only creates value when staff use it. *Adoption is the deliverable.*

Role-based enablement puts the workflows into real shifts — voice-to-documentation, incident escalation, handovers, checklists — until using the platform is simply how the work gets done.

PACKAGE THREE • ADOPTION & ENABLEMENT

STEP 3 OF 4 • ADOPTION JOURNEY

Team Enablement & Platform Adoption

ROLE-BASED TRAINING + WORKFLOW ADOPTION

Help leadership, managers and frontline staff confidently use the platform during real operational conditions — not just in a demo.



LEARNING PATHS

- Leadership and administrators
- Residence and program managers
- Frontline staff
- Internal platform champions



CORE WORKFLOWS

- Voice-to-documentation
- Incident submission and escalation
- Shift handovers and continuity
- Checklist completion
- Action-plan ownership
- Dashboard and findings review



WHAT IS INCLUDED

- Role-based training sessions
- Realistic workflow simulations
- Participant reference materials
- Administrator and champion guidance
- Attendance and completion records
- Post-training adoption review

THE OUTCOME

Turn a configured platform into a system staff can confidently use and leadership can consistently rely upon.



ROLE-BASED ENABLEMENT

Custom scope

Investment determined by audience size, delivery format, number of roles and rollout requirements. Available within deployment or as a separate adoption engagement.

[Build Your Platform
Adoption Plan](#)

CCO OPERATIONAL INTELLIGENCE PLATFORM

Operations keep moving. *So should your view of them.*

Managed intelligence turns the platform's ongoing signal into monthly leadership visibility — risk patterns, overdue actions and documentation drift surfaced while they are still small.

PACKAGE FOUR • MANAGED INTELLIGENCE

STEP 4 OF 4 • ADOPTION JOURNEY

Managed Operational Intelligence

CONTINUOUS MONITORING + OPTIMIZATION + ADVISORY

Transform platform activity into ongoing leadership visibility, operational learning and continuous improvement — the recurring layer that compounds in value.



MONTHLY INTELLIGENCE

- Operational-health review
- Incident and risk-pattern review
- Overdue action monitoring
- Implementation progress review
- Documentation-consistency review
- Priority operational observations



OPTIMIZATION & SUPPORT

- Workflow and configuration refinement
- Dashboard optimization
- Template and checklist updates
- Priority platform support
- Monthly leadership intelligence call
- Annual operational reassessment



LEADERSHIP OUTPUTS

- Monthly intelligence summary
- Priority risk and action view
- Quarterly executive progress report
- Implementation trend visibility
- Clear escalation priorities
- Evidence of progress over time

THE OUTCOME

Continuous operational visibility that helps leadership act before small problems become entrenched risks.



PLATFORM + MANAGED INTELLIGENCE

Custom subscription

Investment determined by portfolio size, monitoring scope, reporting requirements and advisory support.

[Explore Managed
Operational Intelligence](#)