SoftwareReviews

PRODUCT SCORECARD

Crises Control

Emergency Notification

MARCH 2024

Improving and Accelerating Enterprise Software Evaluation and Selection

19 Heather Park Drive
Wembley, London, United Kingdom

4402085841385
21 Employees

https://www.crises-control.com/
http://www.linkedin.com/company/crises-control

50
REVIEWS

Table of Contents

How to Use the Scorecard

The Product Scorecard is a comprehensive report designed to help clients make better purchasing decisions.

Data in the report is collected from real end users' of the product and analyzed in an exhaustive fashion with extensive data analytics.

Use this report to understand whether this product is right for your organization.

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NUMBER OF REVIEWS
50

Crises Control
PREPARE COMMUNICATE PROTECT

Crises Control

EMERGENCY NOTIFICATION

When time is imperative our mass notification technology enables our customers to send alert messages to their target audience within seconds. These messages can be pre-defined or customised. With our App, customers can mass notify people at the touch of a button. Furthermore, you know in real-time who has acknowledged the message.

21 Employees
https://www.crises-control.com/

19 Heather Park Drive
Wembley, London
United Kingdom

The composite satisfaction score (Composite Score) is an average of four different areas of evaluation: Net Emotional Footprint, Vendor Capabilities, Product Features, and Likeliness to Recommend. The Net Emotional Footprint Score measures user emotional response ratings of the vendor (e.g. trustworthy, respectful, fair).

Software Reviews **GOLD MEDAL** 2024

Software Reviews **CHAMPION** 2023

7.9/10 COMPOSITE SCORE

Likeliness to Recommend

Promoters		86%
Passives		12%
Detractors		2%

RANK OUT OF 8
1st

LIKELINESS TO RECOMMEND
94%

EMERGENCY NOTIFICATION CATEGORY

Plan to Renew

Definitely Will		87%
Probably Will		13%
Probably Not		0%
Definitely Not		0%

RANK OUT OF 8
1st

PLAN TO RENEW
100%

EMERGENCY NOTIFICATION CATEGORY

Satisfaction that Cost is Fair Relative to Value

Delighted		47%
Highly Satisfied		53%
Almost Satisfied		0%
Disappointed		0%

RANK OUT OF 8
2nd

SATISFACTION
87%

EMERGENCY NOTIFICATION CATEGORY

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Vendor Capability Satisfaction

When making the right purchasing decision, use peer satisfaction ratings to decipher Crises Control's strengths and weaknesses, and determine which capabilities matter most to you. A scale of satisfaction ranging from Disappoints, Almost Satisfies, Highly Satisfies, and Delights is applied to each core vendor capability providing an ability to understand satisfaction across several business and IT competencies.

How satisfied are you with the following Crises Control capabilities?

Ease of IT Administration

Ranked 1st of 8 in Emergency Notification

50% OF CLIENTS ARE DELIGHTED

Ease of use of the backend user interface.
This data indicates whether IT personnel will be able to resolve issues and perform configurations efficiently and effectively.
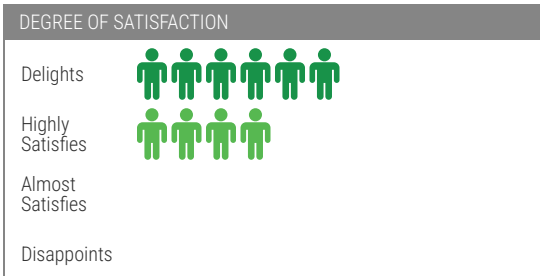
DEGREE OF SATISFACTION
- Delights
- Highly Satisfies
- Almost Satisfies
- Disappoints

86% SATISFACTION
79% CATEGORY AVERAGE

Vendor Support

Ranked 2nd of 8 in Emergency Notification

58% OF CLIENTS ARE DELIGHTED

The ability to receive timely and sufficient support.
The importance of vendor support will vary for each organization depending on internal capabilities, but there will always be issues that only the vendor can resolve.

DEGREE OF SATISFACTION
- Delights
- Highly Satisfies
- Almost Satisfies
- Disappoints

88% SATISFACTION
79% CATEGORY AVERAGE

Quality of Features

Ranked 1st of 8 in Emergency Notification

60% OF CLIENTS ARE DELIGHTED

The ability to perform at or above industry standards.
Feature quality is just as important as quantity. Use this data to determine if this product will do what you're purchasing it to do, easily, intuitively, reliably, and effectively.

DEGREE OF SATISFACTION
- Delights
- Highly Satisfies
- Almost Satisfies
- Disappoints

90% SATISFACTION
79% CATEGORY AVERAGE

Breadth of Features

Ranked 1st of 8 in Emergency Notification

48% OF CLIENTS ARE DELIGHTED

The ability to perform a wide variety of tasks.
Users prefer feature rich software that enables them to perform diverse series of tasks. This data expresses user satisfaction with the product's breadth of features.

DEGREE OF SATISFACTION
- Delights
- Highly Satisfies
- Almost Satisfies
- Disappoints

86% SATISFACTION
79% CATEGORY AVERAGE

Ease of Implementation

Ranked 2nd of 8 in Emergency Notification

56% OF CLIENTS ARE DELIGHTED

The ability to implement the solution without unnecessary disruption.
Successfully implementing new software is necessary to realize its full value and promote end user adoption. This data indicates whether or not the product is easy to implement.

DEGREE OF SATISFACTION
- Delights
- Highly Satisfies
- Almost Satisfies
- Disappoints

88% SATISFACTION
80% CATEGORY AVERAGE

Usability and Intuitiveness

Ranked 1st of 8 in Emergency Notification

57% OF CLIENTS ARE DELIGHTED

The ability to reduce training due to intuitive design.
End user learning curves cost the organization money. Pay attention to your end users' technical ability to determine how important UX is in your purchase.

DEGREE OF SATISFACTION
- Delights
- Highly Satisfies
- Almost Satisfies
- Disappoints

89% SATISFACTION
79% CATEGORY AVERAGE

Ease of Customization

Ranked 1st of 8 in Emergency Notification

47% OF CLIENTS ARE DELIGHTED

The ability to scale the solution to a business' unique needs.
Don't get bogged down in a difficult customization; use this data to make sure you can easily achieve the functionality you need for your particular situation.

DEGREE OF SATISFACTION
- Delights
- Highly Satisfies
- Almost Satisfies
- Disappoints

85% SATISFACTION
79% CATEGORY AVERAGE

Availability and Quality of Training

Ranked 2nd of 8 in Emergency Notification

53% OF CLIENTS ARE DELIGHTED

Quality training allows employees to take full advantage of the software.
Effective and readily available training enables users to get the most out of the software you've chosen. Use this section to make sure your vendor's training programs and materials measure up.

DEGREE OF SATISFACTION
- Delights
- Highly Satisfies
- Almost Satisfies
- Disappoints

88% SATISFACTION
79% CATEGORY AVERAGE

Business Value Created

Ranked 1st of 8 in Emergency Notification

57% OF CLIENTS ARE DELIGHTED

The ability to bring value to the organization.
Software needs to create value for employees, customers, partners, and, ultimately, shareholders. This data expresses user satisfaction – or lack thereof – with the product's business value.

DEGREE OF SATISFACTION
- Delights
- Highly Satisfies
- Almost Satisfies
- Disappoints

88% SATISFACTION
78% CATEGORY AVERAGE

Ease of Data Integration

Ranked 1st of 8 in Emergency Notification

43% OF CLIENTS ARE DELIGHTED

The ability to seamlessly integrate data.
Use this data to determine whether the product will cause headaches or make data integration easy.

DEGREE OF SATISFACTION
- Delights
- Highly Satisfies
- Almost Satisfies
- Disappoints

84% SATISFACTION
78% CATEGORY AVERAGE

Product Strategy and Rate of Improvement

Ranked 2nd of 8 in Emergency Notification

41% OF CLIENTS ARE DELIGHTED

The ability to adapt to market change.
Vendors who don't stay on top of emerging needs and trends won't enable you to meet your business goals. Use this data to separate innovators from imposters.

DEGREE OF SATISFACTION
- Delights
- Highly Satisfies
- Almost Satisfies
- Disappoints

84% SATISFACTION
75% CATEGORY AVERAGE

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Product Feature Satisfaction

Pay attention to the features you need for your scenario by evaluating peer feature satisfaction ratings. Tolerate low scores on features that do not impact your business, instead focus on scores being high for features that matter. A scale of satisfaction ranging from Disappoints, Almost Satisfies, Highly Satisfies, and Delights is applied to each feature core to the Emergency Notification market.

How satisfied are you with the following Crises Control features and functionalities?

EMERGENCY NOTIFICATION

MANDATORY FEATURES

Distribution Lists

42% OF CLIENTS ARE DELIGHTED

Maintain a distribution list of contact information for notification recipients.

DEGREE OF SATISFACTION
- Delights
- Highly Satisfies
- Almost Satisfies
- Disappoints

Ranked 2nd of 8 in Emergency Notification

84% SATISFACTION
79% CATEGORY AVERAGE

Scripting

32% OF CLIENTS ARE DELIGHTED

Pre-define messages for different audiences (e.g. IT staff vs. business users) and different situations.

DEGREE OF SATISFACTION
- Delights
- Highly Satisfies
- Almost Satisfies
- Disappoints

Ranked 2nd of 8 in Emergency Notification

81% SATISFACTION
75% CATEGORY AVERAGE

Scheduled Messaging

53% OF CLIENTS ARE DELIGHTED

Scheduling of one-time, multiple, or repeated messaging.

DEGREE OF SATISFACTION
- Delights
- Highly Satisfies
- Almost Satisfies
- Disappoints

Ranked 3rd of 8 in Emergency Notification

87% SATISFACTION
84% CATEGORY AVERAGE

Contact Information Encryption

39% OF CLIENTS ARE DELIGHTED

Contact information is encrypted.

DEGREE OF SATISFACTION
- Delights
- Highly Satisfies
- Almost Satisfies
- Disappoints

Ranked 6th of 8 in Emergency Notification

82% SATISFACTION
83% CATEGORY AVERAGE

Multi-Channel Mass Notification

44% OF CLIENTS ARE DELIGHTED

Send emergency mass notifications via multiple channels (e.g. email, phone, or SMS text messaging).

DEGREE OF SATISFACTION
- Delights
- Highly Satisfies
- Almost Satisfies
- Disappoints

Ranked 6th of 8 in Emergency Notification

77% SATISFACTION
81% CATEGORY AVERAGE

SECONDARY FEATURES

Multi-Language Support

47% OF CLIENTS ARE DELIGHTED

Send or translate alerts in multiple languages.

DEGREE OF SATISFACTION
- Delights
- Highly Satisfies
- Almost Satisfies
- Disappoints

Ranked 1st of 7 in Emergency Notification

86% SATISFACTION
78% CATEGORY AVERAGE

Sequential Processing

38% OF CLIENTS ARE DELIGHTED

The ability to set alerts to be sent in a specific order to various audiences.

DEGREE OF SATISFACTION
- Delights
- Highly Satisfies
- Almost Satisfies
- Disappoints

Ranked 2nd of 7 in Emergency Notification

84% SATISFACTION
78% CATEGORY AVERAGE

Self-Service Contact Information Update

36% OF CLIENTS ARE DELIGHTED

Ability to allow individuals to update their contact information for notifications via self-service option.

DEGREE OF SATISFACTION
- Delights
- Highly Satisfies
- Almost Satisfies
- Disappoints

Ranked 2nd of 7 in Emergency Notification

82% SATISFACTION
78% CATEGORY AVERAGE

Weather Alert

52% OF CLIENTS ARE DELIGHTED

Receive notifications from subscribed weather alert providers.

DEGREE OF SATISFACTION
- Delights
- Highly Satisfies
- Almost Satisfies
- Disappoints

Ranked 3rd of 7 in Emergency Notification

88% SATISFACTION
85% CATEGORY AVERAGE

Conference Call Support

50% OF CLIENTS ARE DELIGHTED

Set up instant conference calls via the Emergency Mass Notification System (EMNS) solution.

DEGREE OF SATISFACTION
- Delights
- Highly Satisfies
- Almost Satisfies
- Disappoints

Ranked 3rd of 7 in Emergency Notification

87% SATISFACTION
87% CATEGORY AVERAGE

Location-Based Notification

54% OF CLIENTS ARE DELIGHTED

Target alerts to specific regions or business locations.

DEGREE OF SATISFACTION
- Delights
- Highly Satisfies
- Almost Satisfies
- Disappoints

Ranked 3rd of 8 in Emergency Notification

87% SATISFACTION
84% CATEGORY AVERAGE

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Product
Feature Satisfaction

Pay attention to the features you need for your scenario by evaluating peer feature satisfaction ratings. Tolerate low scores on features that do not impact your business, instead focus on scores being high for features that matter. A scale of satisfaction ranging from Disappoints, Almost Satisfies, Highly Satisfies, and Delights is applied to each feature core to the Emergency Notification market.

How satisfied are you with the following Crises Control features and functionalities?

EMERGENCY NOTIFICATION

SECONDARY FEATURES

Voice Recorded Alerts

50%
OF CLIENTS ARE DELIGHTED

Recording and broadcasting of voice alerts created by the sender's voice, rather than text-to-speech.

DEGREE OF SATISFACTION	
Delights	👤👤👤👤👤
Highly Satisfies	👤👤👤👤👤
Almost Satisfies	
Disappoints	

Ranked
3rd
of 7 in Emergency Notification

86%
SATISFACTION

81%
CATEGORY AVERAGE

SECONDARY FEATURES

Single Sign-On (SSO)

43%
OF CLIENTS ARE DELIGHTED

Login authentication linked to corporate login credentials, and user account information auto-populated to the expense profile.

DEGREE OF SATISFACTION	
Delights	👤👤👤👤
Highly Satisfies	👤👤👤👤👤👤
Almost Satisfies	
Disappoints	

Ranked
3rd
of 8 in Emergency Notification

85%
SATISFACTION

84%
CATEGORY AVERAGE

SECONDARY FEATURES

Message Status Reporting

44%
OF CLIENTS ARE DELIGHTED

Message receipt confirmation and message status tracking/reporting.

DEGREE OF SATISFACTION	
Delights	👤👤👤👤
Highly Satisfies	👤👤👤👤👤👤
Almost Satisfies	
Disappoints	

Ranked
5th
of 8 in Emergency Notification

85%
SATISFACTION

85%
CATEGORY AVERAGE

CRISES CONTROL
Word Cloud

As organizations become more and more dependent on software to automate and streamline operations, users are developing strong emotional connections to their applications and vendors. The SoftwareReviews Word Cloud aggregates the most commonly experienced pain points and prevailing opinions held by its users. Use this at-a-glance summary to evaluate the vendor-client relationship and product effectiveness. Additional data about each of the emotional sentiments can be found on the following pages.

WORD SIZE is driven by the strength of the sentiment.

Weak   **Strong**

NEGATIVE   NEUTRAL   POSITIVE

WORD COLOUR is driven by the number of reviews that share the sentiment.
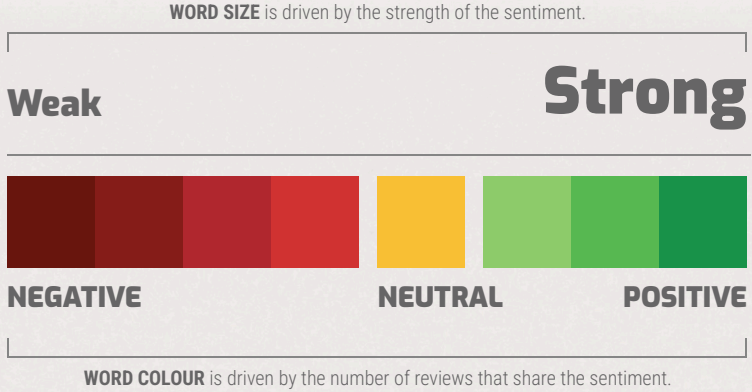
EFFECTIVE
FRIENDLY NEGOTIATION
SECURITY PROTECTS
CLIENT'S INTEREST FIRST
SAVES TIME
RESPECTFUL
CARING FAIR CRITICAL
RELIABLE ALTRUISTIC
ENABLES PRODUCTIVITY
TRANSPARENT
CLIENT FRIENDLY POLICIES LOVE
EFFICIENT
INSPIRING GENEROSITY TRUSTWORTHY
UNIQUE FEATURES INTEGRITY OVER DELIVERED

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CRISES CONTROL
Emotional Footprint

Strategy and Innovation

Importance to Professional Success

How important is Crises Control to your current professional success?

B2B purchasing decisions not only rely on data and facts, but also gut instinct and emotional inputs. A vendors' Emotional Footprint can influence whether a client chooses to do business with the organization. The information displayed below represents the emotional sentiment held by end users of the software based on their experience with the vendor. Responses are captured on an eight-point scale.

CRITICAL
98%

2%
IRRELEVANT

EMOTIONAL SPECTRUM SCALE

| -4 | -3 | -2 | -1 | | +1 | | +2 | +3 | +4 |

NEGATIVE   **NEUTRAL**   **POSITIVE**

A score ranging from minus 4 to plus 4 is applied to each individual's emotional reaction to each question.

As a customer, please share your feelings across Crises Control's Strategy and Innovation

HELPS INNOVATE
100%

0%
ROADBLOCK TO INNOVATION

Strength of Emotional Connection

Overall, describe the strength of your emotional connection to Crises Control

% - % = NET EMOTIONAL FOOTPRINT
POSITIVE   NEGATIVE

LOVE
94%

4%
HATE

NET EMOTIONAL FOOTPRINT +98
CRISES CONTROL

CONTINUALLY IMPROVING
100%

0%
STAGNANT

INCLUDES PRODUCT ENHANCEMENTS
100%

0%
CHARGES FOR PRODUCT ENHANCEMENTS

INSPIRING
98%

0%
DESPISED

APPRECIATES INCUMBENT STATUS
95%

0%
LEVERAGES INCUMBENT STATUS

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Service Experience

As a customer, please share your feelings across Crises Control Service Experience

RESPECTFUL	EFFICIENT	EFFECTIVE	SAVES TIME	CARING
98%	**98%**	**98%**	**95%**	**93%**
0%	**0%**	**0%**	**0%**	**0%**
DISRESPECTFUL	BUREAUCRATIC	FRUSTRATING	WASTES TIME	NEGLECTFUL

Product Experience

As a customer, please share your feelings across Crises Control's Product Experience

RELIABLE	ENABLES PRODUCTIVITY	PERFORMANCE ENHANCING	SECURITY PROTECTS	UNIQUE FEATURES
100%	**100%**	**100%**	**100%**	**98%**
0%	**0%**	**0%**	**0%**	**0%**
UNRELIABLE	RESTRICTS PRODUCTIVITY	PERFORMANCE RESTRICTING	SECURITY FRUSTRATES	COMMODITY FEATURES

Negotiation and Contract Experience

As a customer, please share your feelings across Crises Control's Negotiation and Contract

CLIENT'S INTEREST FIRST	GENEROSITY	TRANSPARENT	OVER DELIVERED	FRIENDLY NEGOTIATION
100%	**98%**	**98%**	**98%**	**98%**
0%	**0%**	**0%**	**0%**	**0%**
VENDOR'S INTEREST FIRST	GREED	DECEPTIVE	OVER PROMISED	HARDBALL TACTICS

Conflict Resolution Experience

As a customer, please share your feelings across Crises Control's Product Impact

ALTRUISTIC	TRUSTWORTHY	INTEGRITY	CLIENT FRIENDLY POLICIES	FAIR
100%	**100%**	**98%**	**98%**	**98%**
0%	**0%**	**0%**	**0%**	**0%**
SELFISH	BIG FAT LIARS	LACK OF INTEGRITY	VENDOR FRIENDLY POLICIES	UNFAIR

PRODUCT SCORECARD | Executive Summary · Vendor Capability Satisfaction · Product Feature Satisfaction · Emotional Footprint · Reasons for Leaving & Joining · Module Satisfaction · Implementation · Staffing & Ownership · Selection Decisions · Market Size Comparison · Comparisons · Versions · Comments · 9

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Relationships and Interaction

When interacting with Crises Control your peers express the following positive and negative sentiments across several teams. Use this to assess this vendors' service orientation and ease of partnership.

Based on your interactions and relationships with Crises Control, please summarize what you experienced

100% POSITIVE SENTIMENTS

0% NEGATIVE SENTIMENTS

NET RELATIONSHIP FOOTPRINT
+100

Sales Team

EFFECTIVE / KNOWLEDGEABLE
100%

FRIENDLY / CARING
100%

0%
INEFFECTIVE / UNHELPFUL

0%
INDIFFERENT / UNPLEASANT
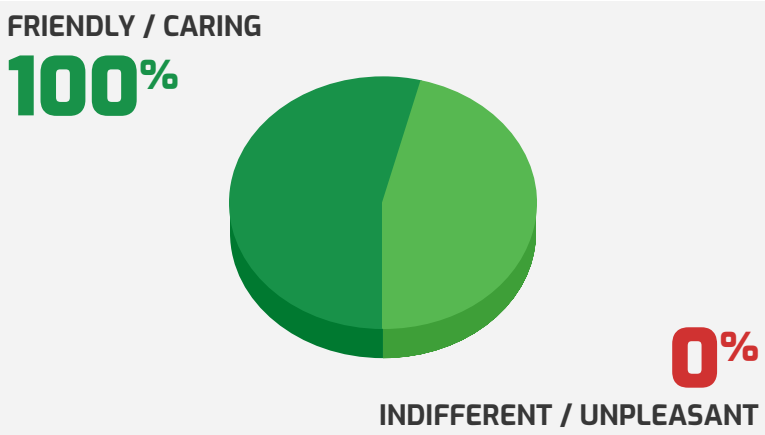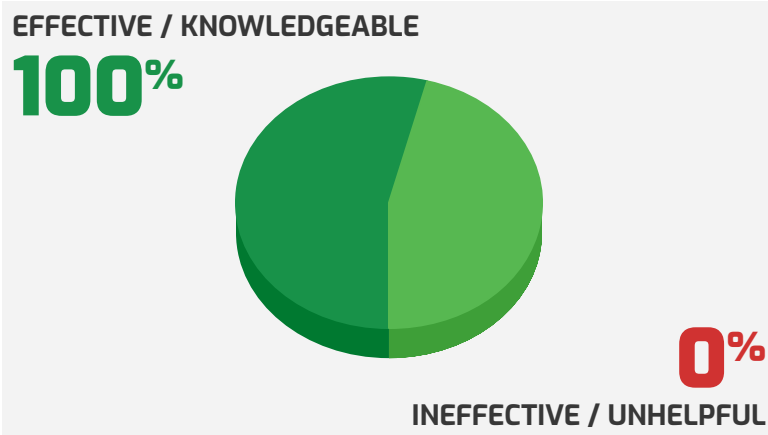
Technical and Product Specialists

EFFECTIVE / KNOWLEDGEABLE
100%

FRIENDLY / CARING
100%

0%
INEFFECTIVE / UNHELPFUL

0%
INDIFFERENT / UNPLEASANT

Client Service Team

EFFECTIVE / KNOWLEDGEABLE
100%

FRIENDLY / CARING
100%

0%
INEFFECTIVE / UNHELPFUL

0%
INDIFFERENT / UNPLEASANT

Leadership Team

EFFECTIVE / KNOWLEDGEABLE
100%

FRIENDLY / CARING
100%

0%
INEFFECTIVE / UNHELPFUL

0%
INDIFFERENT / UNPLEASANT

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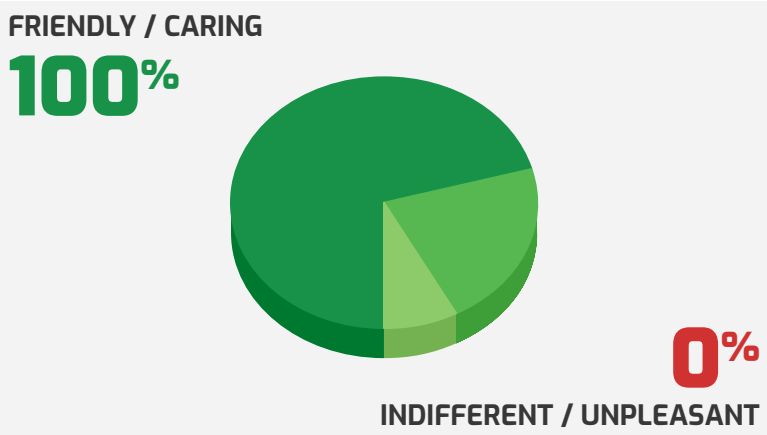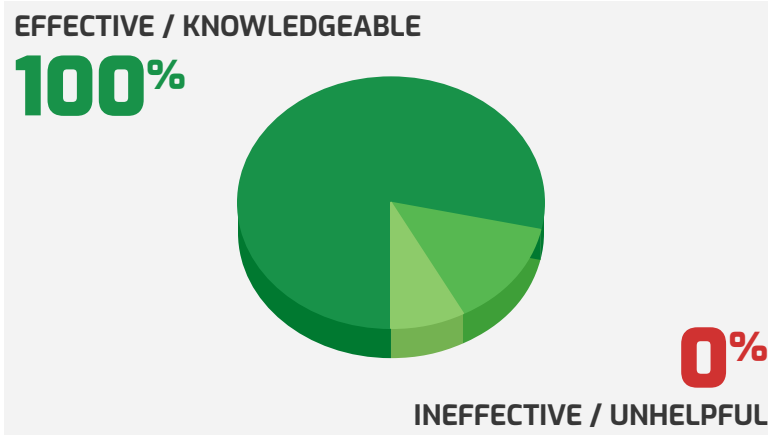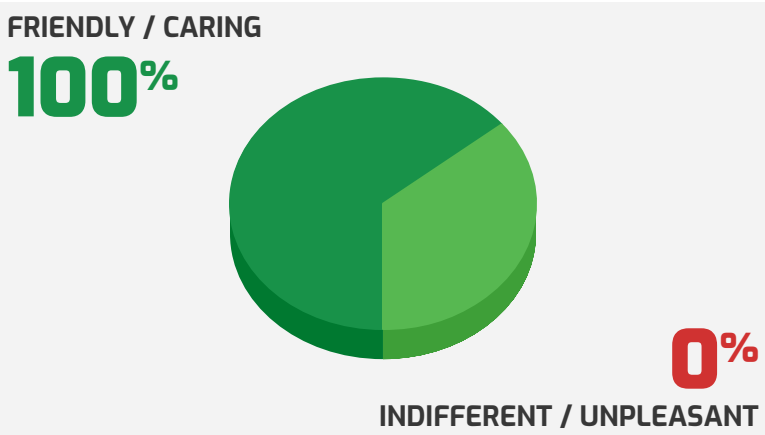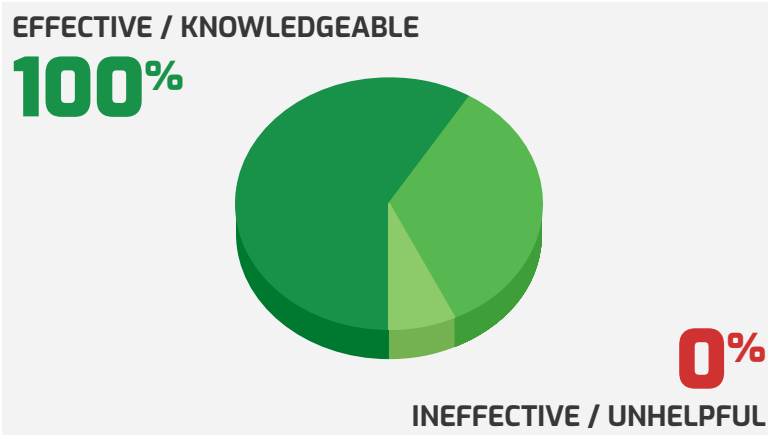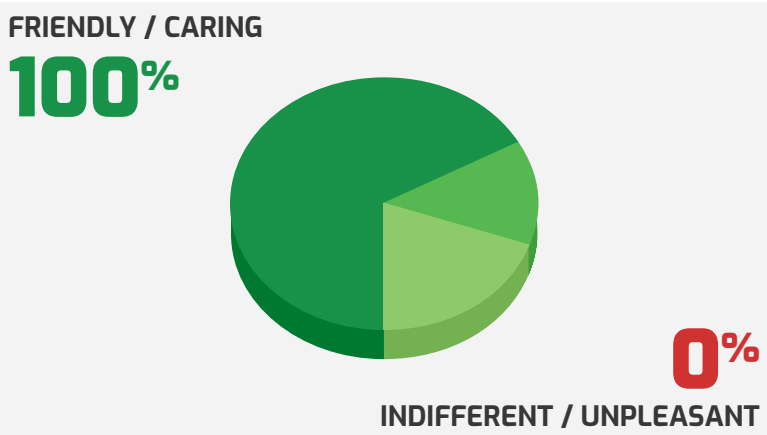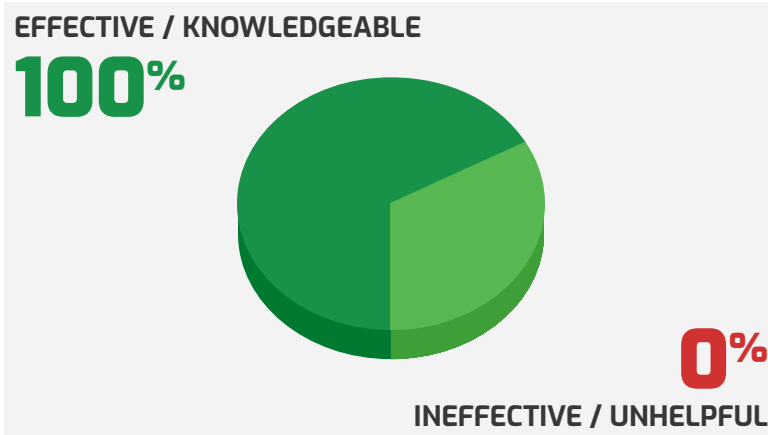
Joining Crises Control

See why clients left which previous vendors for Crises Control and their average increase or decrease in satisfaction with that move. Determine if your reasons for selecting match the most common ones, and predict your own change in satisfaction by looking at your peers.

1 PERSON HAS LEFT
ALERITY BUTTON MASS NOTIFICATION SYSTEM

PRIMARY REASON FOR LEAVING

Cost	
Functionality	████████
Services	
Architecture	
Changing Needs	
Political Reasons	
Vendor Rationalization	
Usability	
Other	

90% MORE SATISFIED WITH

1 PERSON HAS LEFT
everbridge

PRIMARY REASON FOR LEAVING

Cost	
Functionality	
Services	
Architecture	
Changing Needs	████████
Political Reasons	
Vendor Rationalization	
Usability	
Other	

100% MORE SATISFIED WITH

Crises Control
PREPARE COMMUNICATE PROTECT

2 people are 95% more satisfied with Crises Control over their previous vendor on average

What Discounts are Available?

52%
OF ORGANIZATIONS HAVE RECEIVED DISCOUNTS AT INITIAL PURCHASE OR AT RENEWAL

Every company provides discounts, but pricing flexibility changes per vendor.

Have you been able to negotiate a discount or price reduction?

Primary Reason For Discount

Reasons for discounts vary. Analyze the most popular types of discounts provided from Crises Control.

Please select the primary reason for the discount or price reduction.
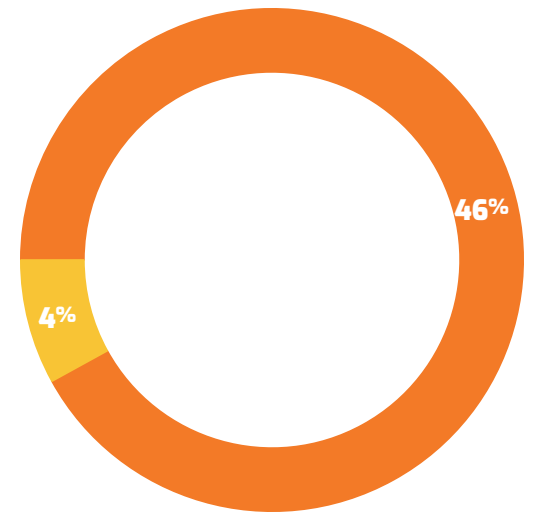
Legend
- 🟠 Optimized Usage or Licenses
- 🟡 Threatened to Switch Vendors

46%

4%

Discount % Provided

What percent discount or price reduction did you receive or negotiate from the initial list price?

% OF RESPONDENTS

48% 52%

0% 11 - 25%

% OF DISCOUNT
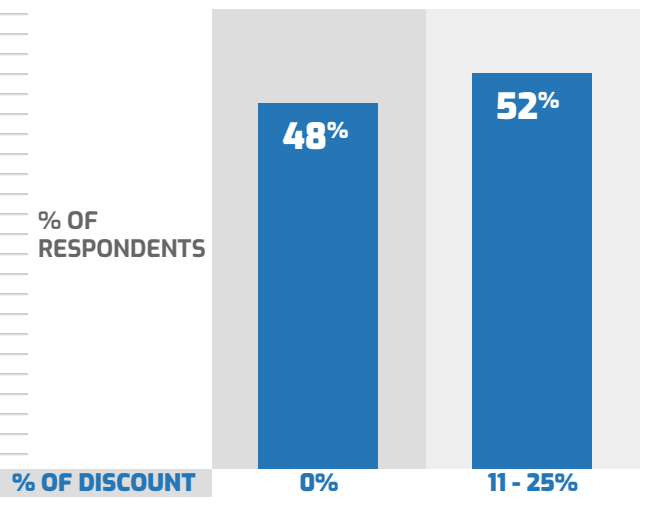
What are Clients of Crises Control Planning to Spend Next Year?

Please indicate your expected percentage increase or decrease due to adding or removing modules or services next year, as well as the expected percentage increase or decrease in cost per license.

Based on satisfaction, and broken up into buckets of thirds, see whether satisfaction correlates with anticipated spend.

BOTTOM 3RD RANKED SATISFACTION	MIDDLE 3RD RANKED SATISFACTION	TOP 3RD RANKED SATISFACTION
COST PER LICENSE ↑ 3%	COST PER LICENSE 0%	COST PER LICENSE ↓ -5%
# OF LICENSES ↑ 13%	# OF LICENSES ↑ 10%	# OF LICENSES ↑ 13%
ADD-ON COSTS ↑ 1%	ADD-ON COSTS 0%	ADD-ON COSTS 0%

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Implementation
vs Satisfaction

See how popular different types of implementation can influence satisfaction with Crises Control, the time taken to implement the product, and the cost associated. Use cost, time, and satisfaction levels to make the right decision for you.

Range
Smallest Value — Greatest Value
First Quartile | Median | Third Quartile
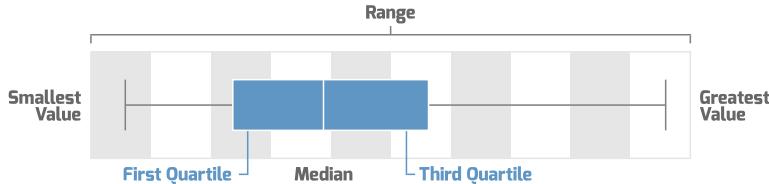
IMPLEMENTATION TYPE % of respondents		IMPLEMENTATION SATISFACTION		AVG WEEKS	WEEKS TO IMPLEMENT	AVG COST	COST TO IMPLEMENT
Minimal Implementation Required	54%	100%	👤👤👤👤👤👤👤👤👤👤	3.0	1.2 1.6 2 2.4 2.8 3.2 3.6 4 4.4 4.8	--	
With the Vendor	46%	87%	👤👤👤👤👤👤👤👤👤👤	1.5	1 1.2 1.4 1.7 1.9 2.2 2.4 2.6 2.9 3.1	--	

Training

How much have you spent on formal user and administrative training in the last year? How much do you need to spend on training in order to receive the most out of the product? See how the amount spent on training influences likeliness to recommend. Determine whether it's worth paying for training at all.

100%
of Companies Spent Zero Dollars on Training

NO TRAINING

Average Likeliness to Recommend
100%

Organizations Experience a ▬▬

Change in Likeliness to Recommend When They Spend an Average of

-- ON TRAINING

Average Likeliness to Recommend
▬▬

Organizations Experience a ▬▬

Change in Likeliness to Recommend When They Spend an Average of

-- ON TRAINING

Average Likeliness to Recommend
▬▬

PRODUCT SCORECARD

Executive Summary | Vendor Capability Satisfaction | Product Feature Satisfaction | Emotional Footprint | Reasons for Leaving & Joining | Module Satisfaction | Implementation | Staffing & Ownership | Selection Decisions | Market Size Comparison | Comparisons | Versions | Comments

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Staffing and Ownership

Be prepared. Ensure you staff the maintenance of Crises Control correctly or risk dissatisfaction. See how likeliness to recommend, satisfaction with the ease of IT administration and satisfaction with the ease of customization correlates with the amount of staff supporting and maintaining the software. Determine how many support staff and developers you'll need to be successful and what they'll cost.

NUMBER OF IT SUPPORT STAFF REQUIRED	LIKELINESS TO RECOMMEND	EASE OF IT ADMINISTRATION SATISFACTION	EASE OF CUSTOMIZATION SATISFACTION
11+ STAFF 50%	↓ **11%** WITH ~0 MORE STAFF	↓ **25%** WITH ~0 MORE STAFF	**N/A** WITH ~0 MORE STAFF
	100% WITH ~100 STAFF	**100%** WITH ~100 STAFF	**75%** WITH ~100 STAFF
4-5 STAFF 25% / **2 STAFF** 25%	↓ **11%** WITH ~97 LESS STAFF	↓ **12%** WITH ~97 LESS STAFF	↑ **25%** WITH ~97 LESS STAFF

NUMBER OF DEVELOPERS REQUIRED	LIKELINESS TO RECOMMEND	EASE OF IT ADMINISTRATION SATISFACTION	EASE OF CUSTOMIZATION SATISFACTION
2 STAFF 50%	↓ **11%** WITH ~0 MORE STAFF	↓ **25%** WITH ~0 MORE STAFF	**N/A** WITH ~0 MORE STAFF
	100% WITH ~ STAFF	**100%** WITH ~ STAFF	**75%** WITH ~ STAFF
1 STAFF 50%	↓ **11%** WITH ~2 MORE STAFF	↓ **12%** WITH ~2 MORE STAFF	↑ **25%** WITH ~2 MORE STAFF

Staff Salaries

SALARY	SUPPORT	
$100K +	0%	
$76 - $100K	50%	👤 $97K
$51 - $75K	0%	
$31 - $50K	50%	👤 $32K
<= $30K	0%	

SALARY	DEVELOPERS	
$100K +	0%	
$76 - $100K	50%	👤 $97K
$51 - $75K	0%	
$31 - $50K	50%	👤 $39K
<= $30K	0%	

Established Clear Ownership

IT OWNER ONLY **4%**

NO OWNER **17%**

BUSINESS AND IT OWNER **69%**

BUSINESS OWNER ONLY **10%**
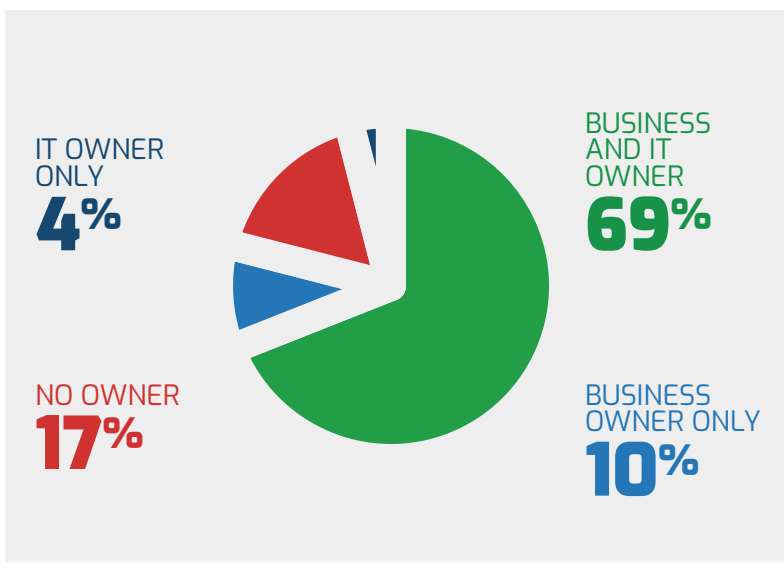
Ownership Satisfaction

BUSINESS AND IT OWNER **92%**

BUSINESS OWNER ONLY **94%**

NO OWNER **100%**

IT OWNER ONLY **100%**

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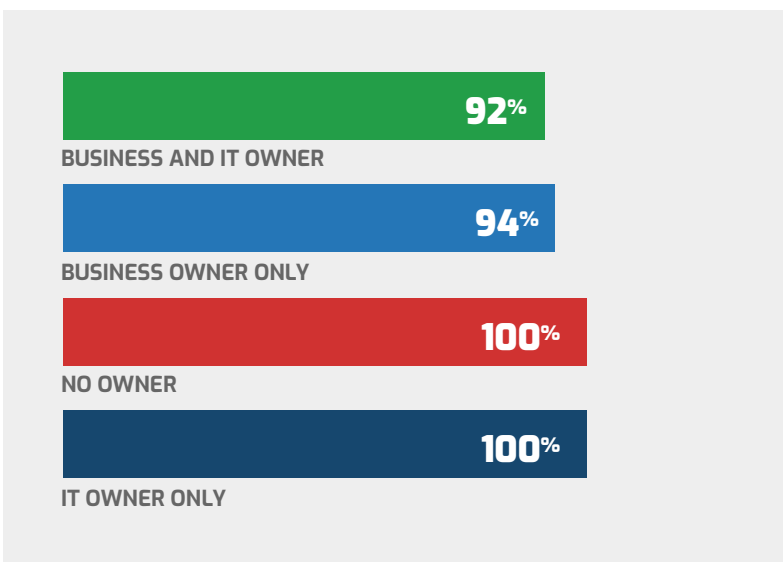
How Selection Decisions are Made

Spend the right amount of time making your decision. See how formal peers' selection processes are to allocate appropriate resourcing for this project.

How much time and effort (in weeks) was spent making your selection decision?

1 WEEK	2 WEEKS	3-5 WEEKS	6-10 WEEKS	11-20 WEEKS	21+ WEEKS
25%	**38%**	**25%**	**13%**	**0%**	**0%**

% OF RESPONDENTS
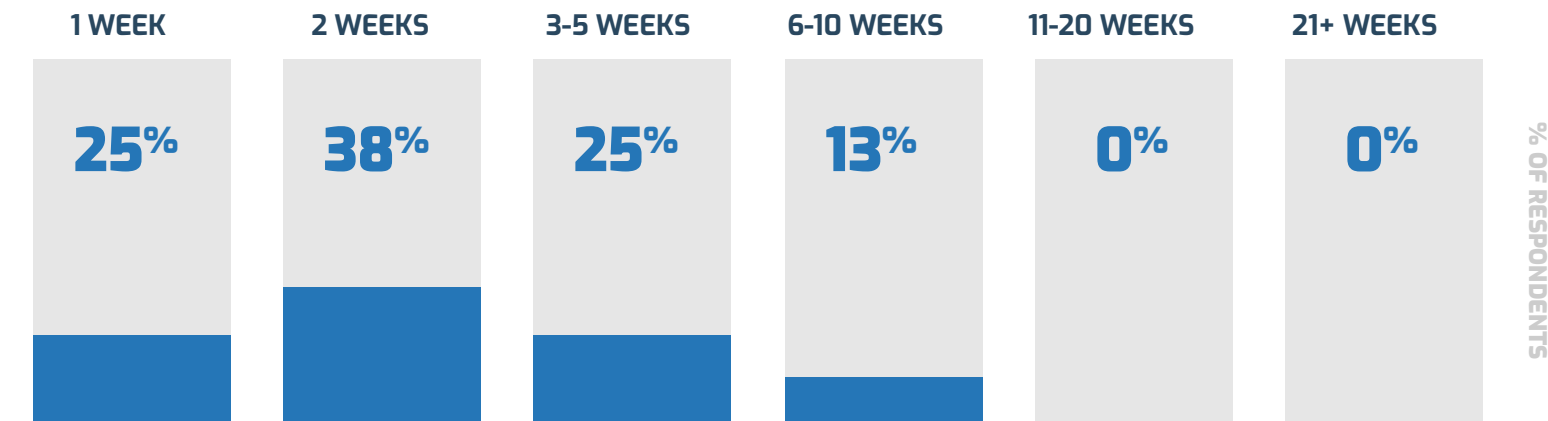
Who Made the Selection

Involve the right people when purchasing. See who peers' involved in the decision to ensure you're involving the right mix of business and IT.

How many people were involved in the following capacities during this vendor selection decision?

# of Decision Makers

0	1	2-4	5-8	9+
0%	0%	0%	0%	0%

Business and IT Involvement

IT ONLY	MIXED	BUSINESS ONLY
100%	0%	0%

# of Influencers

	IT ONLY					MIXED					BUSINESS ONLY			
0	1	2-4	5-8	9+	0	1	2-4	5-8	9+	0	1	2-4	5-8	9+
0%	0%	0%	0%	0%	0%	0%	50%	25%	25%	0%	0%	0%	0%	0%
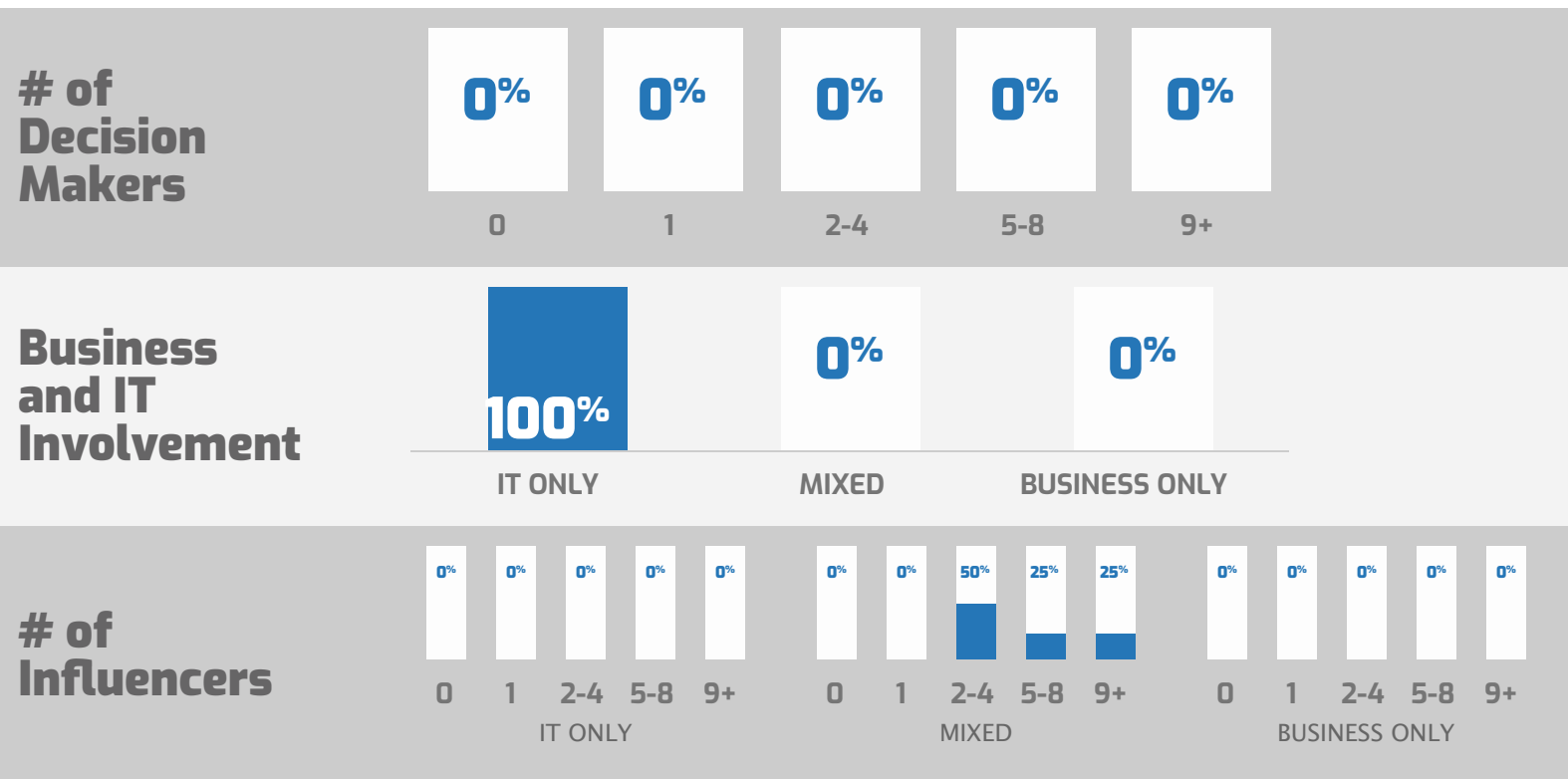
Selection Methodology

FORMAL INFORMAL

Software that is integral to the business needs a full, formal, front-to-back selection process which takes time and resources. Some software can be purchased with less involvement. Understand what process you should undertake.
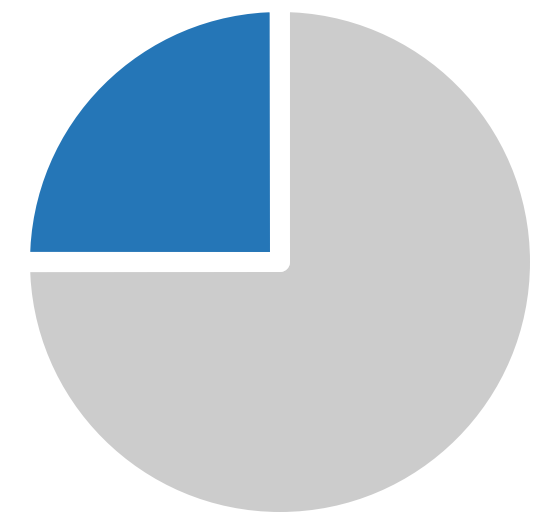
Selection Process, Oversight, and Approval

What processes, oversights, and approvals were used in your evaluation and selection process?

Discover the most popular types of selection processes, oversights, and approvals used for Crises Control. Because companies may use more than one process when selecting software, these percentages don't necessarily add to 100%.

Security Oversight and Approval	**25%**
Used Formal Decision Criteria	**13%**
Used ROI or Cost Benefit Analysis	**63%**
Used Third Party Data or Reports	**25%**
Used an RFP Process	**50%**
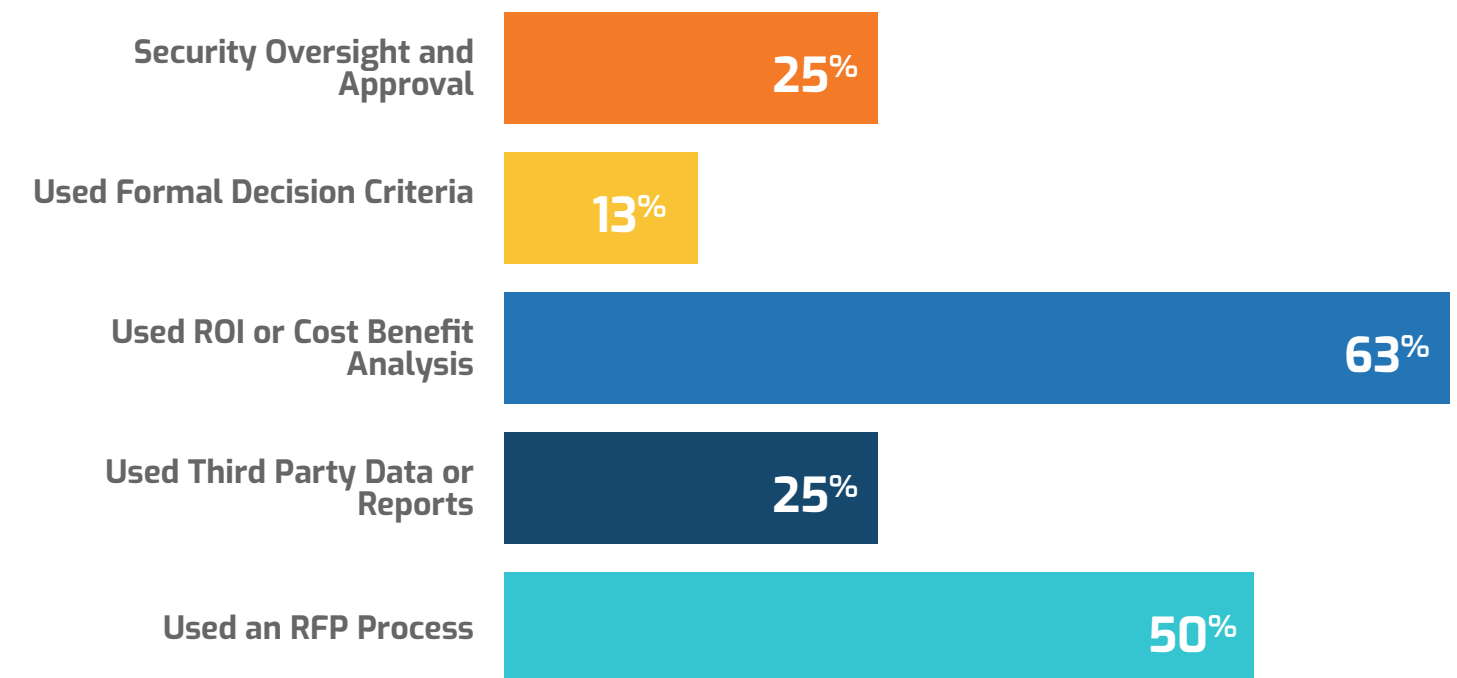
How Effective is the Selection Process

82% EFFECTIVE

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Market Size Comparison

Most products aren't well-suited for businesses of all shapes and sizes. See which market segment Crises Control fits best. "Small" businesses range from 1 to 500 employees, "Medium" businesses range from 501 to 5,000 employees, and "Large" businesses have more than 5,000 employees.

SMALL — +83 NET PROMOTER SCORE

NET PROMOTER		
Promoters		86%
Passives		11%
Detractors		3%

CAPABILITY SATISFACTION		
Delighted		47%
Highly Satisfied		48%
Almost Satisfied		5%
Disappointed		0%

FEATURE SATISFACTION		
Delighted		41%
Highly Satisfied		54%
Almost Satisfied		4%
Disappointed		1%

IMPLEMENTATION SATISFACTION		
Delighted		53%
Highly Satisfied		41%
Almost Satisfied		6%
Disappointed		0%

COST SATISFACTION		
Delighted		40%
Highly Satisfied		60%
Almost Satisfied		0%
Disappointed		0%

ORG FIT
1: COST   2: EXISTING PERSONAL RELATIONSHIP
3: PREVIOUSLY INSTALLED PRODUCT OR VENDOR

IMPORTANCE	CAP 3%	COST 1%	FEAT 94%	ORG 2%

PLAN TO RENEW — 100%

MEDIUM — BEST FIT — +99 NET PROMOTER SCORE

NET PROMOTER		
Promoters		99%
Passives		1%
Detractors		0%

CAPABILITY SATISFACTION		
Delighted		83%
Highly Satisfied		17%
Almost Satisfied		0%
Disappointed		0%

FEATURE SATISFACTION		
Delighted		60%
Highly Satisfied		35%
Almost Satisfied		2%
Disappointed		3%

IMPLEMENTATION SATISFACTION		
Delighted		80%
Highly Satisfied		20%
Almost Satisfied		0%
Disappointed		0%

COST SATISFACTION		
Delighted		81%
Highly Satisfied		19%
Almost Satisfied		0%
Disappointed		0%

ORG FIT
1: COST   2: EXISTING PERSONAL RELATIONSHIP
3: PREVIOUSLY INSTALLED PRODUCT OR VENDOR

IMPORTANCE	CAP 8%	COST 0%	FEAT 88%	ORG 4%

PLAN TO RENEW — 100%

LARGE — +50 NET PROMOTER SCORE

NET PROMOTER		
Promoters		50%
Passives		50%
Detractors		0%

CAPABILITY SATISFACTION		
Delighted		59%
Highly Satisfied		36%
Almost Satisfied		5%
Disappointed		0%

FEATURE SATISFACTION		
Delighted		65%
Highly Satisfied		35%
Almost Satisfied		0%
Disappointed		0%

IMPLEMENTATION SATISFACTION		
Delighted		50%
Highly Satisfied		50%
Almost Satisfied		0%
Disappointed		0%

COST SATISFACTION		
Delighted		100%
Highly Satisfied		0%
Almost Satisfied		0%
Disappointed		0%

ORG FIT
1: ARCHITECTURAL PLATFORM FIT
2: COMPELLING SALES EXPERIENCE   3: COST

IMPORTANCE	CAP 5%	COST 0%	FEAT 91%	ORG 4%

PLAN TO RENEW — 100%

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Years of Ownership

See how longevity of ownership affects satisfaction across the product.

In what year did you implement Crises Control?

# OF YEARS	% OF RESPONDENTS	HOW LIKELY TO RECOMMEND?	VENDOR CAPABILITY	FEATURES AND FUNCTIONALITY	LIKELY TO RENEW
1	--	--	--	--	--
2	--	--	--	--	--
3	--	--	--	--	--
4	22%	89%	89%	92%	92%
5	33%	100%	94%	94%	100%
6-10	44%	96%	87%	87%	100%
11+	--	--	--	--	--
AVERAGE		**94%**	**87%**	**84%**	**100%**

Involvement of Customers

See how involvement with the product affects satisfaction across the product. Because users can be involved with a product in more than one capacity, the % of Respondents column doesn't necessarily add to 100%.

What is or was the nature of your involvement with this product?

INVOLVEMENT	% OF RESPONDENTS	HOW LIKELY TO RECOMMEND?	VENDOR CAPABILITY	FEATURES AND FUNCTIONALITY	LIKELY TO RENEW
VENDOR MANAGEMENT AND RENEWAL	--	--	--	--	--
END USER OF APPLICATION	50%	92%	85%	84%	100%
IT DEVELOPMENT, INTEGRATION, AND ADMINISTRATION	28%	95%	82%	81%	100%
IT LEADER OR MANAGER	22%	95%	86%	83%	100%
INITIAL IMPLEMENTATION	10%	94%	80%	83%	100%
BUSINESS LEADER OR MANAGER	8%	98%	89%	79%	100%
VENDOR SELECTION AND PURCHASING	6%	100%	90%	88%	100%
OTHER	--	--	--	--	--
AVERAGE		**94%**	**87%**	**84%**	**100%**

Role of Customers

See how department or seniority affects satisfaction across the product.

Please select your current role.

ROLE	% OF RESPONDENTS	HOW LIKELY TO RECOMMEND?	VENDOR CAPABILITY	FEATURES AND FUNCTIONALITY	LIKELY TO RENEW
INFORMATION TECHNOLOGY	56%	94%	86%	84%	100%
VENDOR MANAGEMENT	--	--	--	--	--
HUMAN RESOURCES	--	--	--	--	--
C-LEVEL	12%	95%	86%	86%	100%
SALES AND MARKETING	10%	100%	92%	95%	100%
INDUSTRY SPECIFIC ROLE	2%	89%	82%	82%	83%
PUBLIC SECTOR	--	--	--	--	--
FINANCE	14%	90%	94%	84%	100%
OPERATIONS	2%	89%	84%	85%	67%
CONSULTANT	2%	89%	82%	75%	69%
STUDENT OR ACADEMIC	2%	100%	68%	66%	67%
OTHER	--	--	--	--	--
AVERAGE		**94%**	**87%**	**84%**	**100%**

Usage Level of Customers

See how the frequency of interaction with the product affects satisfaction.

How often do you use the features and functionality of this software?

USAGE	% OF RESPONDENTS	HOW LIKELY TO RECOMMEND?	VENDOR CAPABILITY	FEATURES AND FUNCTIONALITY	LIKELY TO RENEW
DAILY	52%	96%	91%	90%	100%
OCCASIONALLY	22%	94%	78%	75%	100%
WEEKLY	16%	92%	87%	82%	100%
PREVIOUSLY USED	6%	100%	78%	79%	100%
RARELY OR NEVER	4%	67%	100%	86%	46%
AVERAGE		**94%**	**87%**	**84%**	**100%**

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Sherry C.

Role: Finance
Industry: Consulting
Involvement: End User of Application

Neutral 7/10

Valuable Emergency Solution

What differentiates Crises Control from other similar products?

Crises Control has an accurate distribution list that offers details concerning the many users.

What is your favorite aspect of this product?

Crises Control enhances growth in matters risk assessment for stable performance

What do you dislike most about this product?

Crises Control have effortless support for more improvements

What recommendations would you give to someone considering this product?

Crises Control is systematic in delivering emergencies.

Core Competitive Dimensions

VENDOR CAPABILITY SATISFACTION		VENDOR CAPABILITY IMPORTANCE
3	Availability and Quality of Training	-
4	Breadth of Features	-
3	Business Value Created	-
4	Ease of Customization	-
3	Ease of Data Integration	-
4	Ease of Implementation	-
4	Ease of IT Administration	-
3	Product Strategy and Rate of Improvement	-
4	Quality of Features	-
4	Usability and Intuitiveness	-
4	Vendor Support	-

PRODUCT FEATURE SATISFACTION		PRODUCT FEATURE IMPORTANCE
4	Conference Call Support	-
3	Contact Information Encryption	-
4	Distribution Lists	-
3	Location-Based Notification	-
3	Message Status Reporting	-
3	Multi-Channel Mass Notification	-
4	Multi-Language Support	-
4	Scheduled Messaging	-
4	Scripting	-
4	Self-Service Contact Information Update	-
4	Sequential Processing	-

Angelina Q.

Role: Industry Specific Role
Industry: Transportation
Involvement: End User of Application

Recommends 9/10

Mass Emergency Notifications Made Easy

What differentiates Crises Control from other similar products?

For emergency notifications, Crises Control offers top and leading features. It's fast, effective, and scalable

What is your favorite aspect of this product?

I like that sending notifications is easy and fast It's affordable and easy to deploy Sending mass notifications is easy

What do you dislike most about this product?

Crises Control hasn't been a challenge in any way.

What recommendations would you give to someone considering this product?

I recommend Crises Control as an emergency notification software. It has worked for us is probably what your business needs.

Core Competitive Dimensions

VENDOR CAPABILITY SATISFACTION		VENDOR CAPABILITY IMPORTANCE
3	Availability and Quality of Training	-
4	Breadth of Features	-
4	Business Value Created	-
3	Ease of Customization	-
3	Ease of Data Integration	-
3	Ease of Implementation	-
3	Ease of IT Administration	-
3	Product Strategy and Rate of Improvement	-
4	Quality of Features	-
3	Usability and Intuitiveness	-
3	Vendor Support	-

PRODUCT FEATURE SATISFACTION		PRODUCT FEATURE IMPORTANCE
3	Conference Call Support	-
3	Contact Information Encryption	-
3	Distribution Lists	-
3	Location-Based Notification	-
3	Message Status Reporting	-
4	Multi-Channel Mass Notification	-
4	Multi-Language Support	-
3	Scheduled Messaging	-
3	Scripting	-
3	Self-Service Contact Information Update	-
4	Sequential Processing	-

Nderu M.

Role: Finance
Industry: Finance
Involvement: End User of Application

Recommends 9/10

Perfect Bulk Messaging Solution

What differentiates Crises Control from other similar products?

Crises Control makes sending mass messages easy and within seconds. Not many tools can deliver this

What is your favorite aspect of this product?

I like that creating and and sending bulk messages is easy. It's fast to send messages It's easy to track delivery

What do you dislike most about this product?

I have no any dislikes as Crises Control has been perfect

What recommendations would you give to someone considering this product?

I recommend Crises Control because it hasn't failed us more so when sending bulk messages

Core Competitive Dimensions

VENDOR CAPABILITY SATISFACTION		VENDOR CAPABILITY IMPORTANCE
4	Availability and Quality of Training	-
4	Breadth of Features	-
4	Business Value Created	-
3	Ease of Customization	-
4	Ease of Data Integration	-
3	Ease of Implementation	-
3	Ease of IT Administration	-
4	Product Strategy and Rate of Improvement	-
4	Quality of Features	-
4	Usability and Intuitiveness	-
3	Vendor Support	-

PRODUCT FEATURE SATISFACTION		PRODUCT FEATURE IMPORTANCE
3	Conference Call Support	-
3	Contact Information Encryption	-
4	Distribution Lists	-
3	Location-Based Notification	-
3	Message Status Reporting	-
3	Multi-Channel Mass Notification	-
3	Multi-Language Support	-
4	Scheduled Messaging	-
3	Scripting	-
3	Self-Service Contact Information Update	-
3	Sequential Processing	-

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Edward R.

Role: Information Technology
Industry: Consulting
Involvement: IT Leader or Manager

Neutral 8/10

Good product on sending automated mass notification

What differentiates Crises Control from other similar products?

Easy to use and mobile app capabilities

What is your favorite aspect of this product?

Can launch alerts using mobile app

What do you dislike most about this product?

uploading or updating users is a bit complicated

What recommendations would you give to someone considering this product?

if will be launched or implemented, use their support as they can guide you easily

Core Competitive Dimensions

VENDOR CAPABILITY SATISFACTION		VENDOR CAPABILITY IMPORTANCE
4	Availability and Quality of Training	3
3	Breadth of Features	3
3	Business Value Created	3
2	Ease of Customization	3
2	Ease of Data Integration	3
2	Ease of Implementation	3
3	Ease of IT Administration	3
3	Product Strategy and Rate of Improvement	3
4	Quality of Features	3
3	Usability and Intuitiveness	3
4	Vendor Support	3

PRODUCT FEATURE SATISFACTION		PRODUCT FEATURE IMPORTANCE
-	Conference Call Support	2
-	Contact Information Encryption	3
4	Distribution Lists	3
4	Location-Based Notification	2
3	Message Status Reporting	3
4	Multi-Channel Mass Notification	3
-	Multi-Language Support	3
4	Scheduled Messaging	3
2	Scripting	3
3	Self-Service Contact Information Update	3
3	Sequential Processing	3

COST, ORGANIZATION, AND ARCHITECTURAL FIT

Architectural Fit	2
Cost	3
Existing Relationship	3
Managing Risk	2
Political Reasons	2
Previously Installed	3
Sales Experience	2
Skill and Staff Fit	2
Social Responsibility	3
Vendor Market Share	3
Vendor Reputation	3

James C.

Role: Information Technology
Industry: Technology
Involvement: IT Development, Integration, and Administration

Recommends 10/10

Amazing product - thanks team.

What differentiates Crises Control from other similar products?

The team that implements is really flexible and really help out when needed.

What is your favorite aspect of this product?

Ease of use! - Great for our covid protocls.

What do you dislike most about this product?

Nothing to dislike!

What recommendations would you give to someone considering this product?

If the cost is affordable, it is great.

Core Competitive Dimensions

VENDOR CAPABILITY SATISFACTION		VENDOR CAPABILITY IMPORTANCE
4	Availability and Quality of Training	3
4	Breadth of Features	3
4	Business Value Created	3
3	Ease of Customization	3
3	Ease of Data Integration	3
4	Ease of Implementation	3
4	Ease of IT Administration	3
4	Product Strategy and Rate of Improvement	3
4	Quality of Features	3
4	Usability and Intuitiveness	3
3	Vendor Support	3

PRODUCT FEATURE SATISFACTION		PRODUCT FEATURE IMPORTANCE
-	Conference Call Support	2
4	Contact Information Encryption	2
4	Distribution Lists	2
4	Location-Based Notification	2
4	Message Status Reporting	2
4	Multi-Channel Mass Notification	2
-	Multi-Language Support	2
4	Scheduled Messaging	2
3	Scripting	2
3	Self-Service Contact Information Update	2
-	Sequential Processing	2

COST, ORGANIZATION, AND ARCHITECTURAL FIT

Architectural Fit	3
Cost	4
Existing Relationship	4
Managing Risk	3
Political Reasons	3
Previously Installed	4
Sales Experience	3
Skill and Staff Fit	3
Social Responsibility	4
Vendor Market Share	4
Vendor Reputation	4

April G.

Role: Consultant
Industry: Technology
Involvement: IT Leader or Manager

Recommends 9/10

Fantastic product!"

What differentiates Crises Control from other similar products?

It can notify multiple users at the same time.

What is your favorite aspect of this product?

It can notify multiple users at the same time.

What do you dislike most about this product?

Sometime slow

What recommendations would you give to someone considering this product?

Great Product for companies

Core Competitive Dimensions

VENDOR CAPABILITY SATISFACTION		VENDOR CAPABILITY IMPORTANCE
3	Availability and Quality of Training	3
3	Breadth of Features	3
3	Business Value Created	3
3	Ease of Customization	3
3	Ease of Data Integration	3
3	Ease of Implementation	3
4	Ease of IT Administration	3
3	Product Strategy and Rate of Improvement	3
3	Quality of Features	3
4	Usability and Intuitiveness	3
4	Vendor Support	3

PRODUCT FEATURE SATISFACTION		PRODUCT FEATURE IMPORTANCE
3	Conference Call Support	2
3	Contact Information Encryption	2
3	Distribution Lists	3
3	Location-Based Notification	2
3	Message Status Reporting	2
3	Multi-Channel Mass Notification	3
3	Multi-Language Support	2
3	Scheduled Messaging	3
3	Scripting	2
3	Self-Service Contact Information Update	2
3	Sequential Processing	3

COST, ORGANIZATION, AND ARCHITECTURAL FIT

Architectural Fit	3
Cost	4
Existing Relationship	4
Managing Risk	3
Political Reasons	3
Previously Installed	4
Sales Experience	3
Skill and Staff Fit	3
Social Responsibility	3
Vendor Market Share	3
Vendor Reputation	3

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Patrick J.

Role: Information Technology
Industry: Technology
Involvement: End User of Application

Recommends 10/10

Excellent Product with Amazing Features!

What differentiates Crises Control from other similar products?

Crises Control is a one of a kind Crises Management Platform

What is your favorite aspect of this product?

The ability to roll-out notification simultaneously

What do you dislike most about this product?

None. Everything about Crises Control is of great value

What recommendations would you give to someone considering this product?

everything you need to manage your organization's crises

Core Competitive Dimensions

VENDOR CAPABILITY SATISFACTION		VENDOR CAPABILITY IMPORTANCE
4	Availability and Quality of Training	3
4	Breadth of Features	3
4	Business Value Created	3
4	Ease of Customization	3
4	Ease of Data Integration	3
4	Ease of Implementation	3
4	Ease of IT Administration	3
4	Product Strategy and Rate of Improvement	3
4	Quality of Features	3
4	Usability and Intuitiveness	3
4	Vendor Support	3

PRODUCT FEATURE SATISFACTION		PRODUCT FEATURE IMPORTANCE
4	Conference Call Support	2
4	Contact Information Encryption	2
4	Distribution Lists	2
4	Location-Based Notification	2
4	Message Status Reporting	2
4	Multi-Channel Mass Notification	2
4	Multi-Language Support	2
4	Scheduled Messaging	2
4	Scripting	2
4	Self-Service Contact Information Update	2
4	Sequential Processing	2

COST, ORGANIZATION, AND ARCHITECTURAL FIT

Architectural Fit	3
Cost	4
Existing Relationship	4
Managing Risk	3
Political Reasons	3
Previously Installed	4
Sales Experience	3
Skill and Staff Fit	3
Social Responsibility	4
Vendor Market Share	4
Vendor Reputation	4

Lenosio G.

Role: Information Technology
Industry: Technology
Involvement: IT Development, Integration, and Administration

Recommends 10/10

Easy to use and very well organized

What differentiates Crises Control from other similar products?

It is very reliable and quick with action.

What is your favorite aspect of this product?

Daily notifications regarding covid

What do you dislike most about this product?

not applicable

What recommendations would you give to someone considering this product?

Fantastic and comes with great perks

Core Competitive Dimensions

VENDOR CAPABILITY SATISFACTION		VENDOR CAPABILITY IMPORTANCE
3	Availability and Quality of Training	6
3	Breadth of Features	6
4	Business Value Created	6
-	Ease of Customization	6
3	Ease of Data Integration	6
4	Ease of Implementation	6
3	Ease of IT Administration	6
3	Product Strategy and Rate of Improvement	6
4	Quality of Features	6
4	Usability and Intuitiveness	6
-	Vendor Support	6

PRODUCT FEATURE SATISFACTION		PRODUCT FEATURE IMPORTANCE
-	Conference Call Support	0
3	Contact Information Encryption	2
4	Distribution Lists	4
-	Location-Based Notification	0
-	Message Status Reporting	1
4	Multi-Channel Mass Notification	4
3	Multi-Language Support	2
4	Scheduled Messaging	4
-	Scripting	4
4	Self-Service Contact Information Update	4
3	Sequential Processing	1

COST, ORGANIZATION, AND ARCHITECTURAL FIT

Architectural Fit	0
Cost	0
Existing Relationship	0
Managing Risk	0
Political Reasons	0
Previously Installed	0
Sales Experience	0
Skill and Staff Fit	3
Social Responsibility	0
Vendor Market Share	0
Vendor Reputation	0

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eugene a.

Role: Information Technology
Industry: Technology
Involvement: End User of Application

Recommends 10/10

Intuitive application.

What differentiates Crises Control from other similar products?

no comment

What is your favorite aspect of this product?

Informative.

What do you dislike most about this product?

n.a. - not applicable

What recommendations would you give to someone considering this product?

None so far.

Core Competitive Dimensions

VENDOR CAPABILITY SATISFACTION		VENDOR CAPABILITY IMPORTANCE
3	Availability and Quality of Training	3
3	Breadth of Features	3
3	Business Value Created	3
3	Ease of Customization	3
3	Ease of Data Integration	3
3	Ease of Implementation	3
3	Ease of IT Administration	3
3	Product Strategy and Rate of Improvement	3
3	Quality of Features	3
3	Usability and Intuitiveness	3
3	Vendor Support	3

PRODUCT FEATURE SATISFACTION		PRODUCT FEATURE IMPORTANCE
3	Conference Call Support	3
3	Contact Information Encryption	3
3	Distribution Lists	3
3	Location-Based Notification	3
3	Message Status Reporting	3
3	Multi-Channel Mass Notification	3
3	Multi-Language Support	3
3	Scheduled Messaging	3
3	Scripting	3
3	Self-Service Contact Information Update	3
3	Sequential Processing	3

COST, ORGANIZATION, AND ARCHITECTURAL FIT

Architectural Fit	2
Cost	3
Existing Relationship	3
Managing Risk	2
Political Reasons	2
Previously Installed	3
Sales Experience	2
Skill and Staff Fit	2
Social Responsibility	2
Vendor Market Share	2
Vendor Reputation	2

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Claire J.
Role: C-Level
Industry: Technology
Involvement: Business Leader or Manager

Recommends 10/10

Great to team. Fast, efficient product

What differentiates Crises Control from other similar products?

Ease of use of product

What is your favorite aspect of this product?

How easily I can alert people around the world

What do you dislike most about this product?

The easy customer journey

What recommendations would you give to someone considering this product?

Great product, implement now!

Core Competitive Dimensions

	VENDOR CAPABILITY SATISFACTION	VENDOR CAPABILITY IMPORTANCE
Availability and Quality of Training	4	3
Breadth of Features	4	4
Business Value Created	4	4
Ease of Customization	4	3
Ease of Data Integration	4	3
Ease of Implementation	4	3
Ease of IT Administration	4	3
Product Strategy and Rate of Improvement	4	4
Quality of Features	4	4
Usability and Intuitiveness	4	4
Vendor Support	4	4

	PRODUCT FEATURE SATISFACTION	PRODUCT FEATURE IMPORTANCE
Conference Call Support	4	2
Contact Information Encryption	4	2
Distribution Lists	4	2
Location-Based Notification	4	2
Message Status Reporting	4	2
Multi-Channel Mass Notification	4	2
Multi-Language Support	4	2
Scheduled Messaging	4	2
Scripting	4	2
Self-Service Contact Information Update	4	2
Sequential Processing	4	2

COST, ORGANIZATION, AND ARCHITECTURAL FIT

Architectural Fit	3
Cost	3
Existing Relationship	3
Managing Risk	3
Political Reasons	3
Previously Installed	3
Sales Experience	3
Skill and Staff Fit	3
Social Responsibility	3
Vendor Market Share	3
Vendor Reputation	3

Kristina W.
Role: Information Technology
Industry: Technology
Involvement: End User of Application

Recommends 10/10

Amazing Product! A must try

What differentiates Crises Control from other similar products?

user-friendly product and up to date with current trend

What is your favorite aspect of this product?

A very user-friendly product

What do you dislike most about this product?

Nothing. This product always impress me.

What recommendations would you give to someone considering this product?

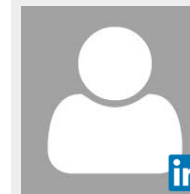A good product and will definitely recommend to my colleagues.

Core Competitive Dimensions

	VENDOR CAPABILITY SATISFACTION	VENDOR CAPABILITY IMPORTANCE
Availability and Quality of Training	4	3
Breadth of Features	4	3
Business Value Created	4	3
Ease of Customization	4	3
Ease of Data Integration	4	3
Ease of Implementation	4	3
Ease of IT Administration	4	3
Product Strategy and Rate of Improvement	4	3
Quality of Features	4	3
Usability and Intuitiveness	3	3
Vendor Support	3	3

	PRODUCT FEATURE SATISFACTION	PRODUCT FEATURE IMPORTANCE
Conference Call Support	4	3
Contact Information Encryption	4	3
Distribution Lists	3	3
Location-Based Notification	4	3
Message Status Reporting	4	3
Multi-Channel Mass Notification	3	3
Multi-Language Support	4	3
Scheduled Messaging	4	3
Scripting	4	3
Self-Service Contact Information Update	3	3
Sequential Processing	4	3

COST, ORGANIZATION, AND ARCHITECTURAL FIT

Architectural Fit	2
Cost	3
Existing Relationship	3
Managing Risk	2
Political Reasons	2
Previously Installed	3
Sales Experience	2
Skill and Staff Fit	2
Social Responsibility	2
Vendor Market Share	2
Vendor Reputation	2

Angelito B.
Role: Information Technology
Industry: Technology
Involvement: IT Development, Integration, and Administration

Recommends 10/10

Wonderful product. Never fails to evolve end-users

What differentiates Crises Control from other similar products?

It's difference from other software is that it always reinvent itself and making sure it still has it's uniqueness while adhering itself to the current trends.

What is your favorite aspect of this product?

It is always a user-friendly product. The ease of use of this product.

What do you dislike most about this product?

Nothing it is almost a perfect one.

What recommendations would you give to someone considering this product?

Value and ease of use.

Core Competitive Dimensions

	VENDOR CAPABILITY SATISFACTION	VENDOR CAPABILITY IMPORTANCE
Availability and Quality of Training	3	1
Breadth of Features	3	1
Business Value Created	3	3
Ease of Customization	3	1
Ease of Data Integration	3	1
Ease of Implementation	3	1
Ease of IT Administration	3	1
Product Strategy and Rate of Improvement	3	2
Quality of Features	3	1
Usability and Intuitiveness	3	1
Vendor Support	3	1

	PRODUCT FEATURE SATISFACTION	PRODUCT FEATURE IMPORTANCE
Conference Call Support	3	3
Contact Information Encryption	3	1
Distribution Lists	3	1
Location-Based Notification	3	3
Message Status Reporting	3	3
Multi-Channel Mass Notification	3	3
Multi-Language Support	3	1
Scheduled Messaging	3	1
Scripting	3	2
Self-Service Contact Information Update	3	3
Sequential Processing	3	1

COST, ORGANIZATION, AND ARCHITECTURAL FIT

Architectural Fit	6
Cost	4
Existing Relationship	6
Managing Risk	6
Political Reasons	4
Previously Installed	5
Sales Experience	6
Skill and Staff Fit	6
Social Responsibility	6
Vendor Market Share	6
Vendor Reputation	4

Ed F.

Role: Information Technology
Industry: Telecommunications
Involvement: IT Development, Integration, and Administration

Recommends 10/10

Fantastic product! It's responsiveness to

What differentiates Crises Control from other similar products?

It's responsiveness to any crisis

What is your favorite aspect of this product?

Ease of use

What do you dislike most about this product?

User friendly

What recommendations would you give to someone considering this product?

A Highly Recommended Tool for IT Productivity

Core Competitive Dimensions

VENDOR CAPABILITY SATISFACTION		VENDOR CAPABILITY IMPORTANCE
3	Availability and Quality of Training	2
3	Breadth of Features	2
3	Business Value Created	2
3	Ease of Customization	2
3	Ease of Data Integration	2
3	Ease of Implementation	2
3	Ease of IT Administration	2
3	Product Strategy and Rate of Improvement	2
3	Quality of Features	2
3	Usability and Intuitiveness	2
3	Vendor Support	2

PRODUCT FEATURE SATISFACTION		PRODUCT FEATURE IMPORTANCE
3	Conference Call Support	2
3	Contact Information Encryption	2
3	Distribution Lists	2
3	Location-Based Notification	2
3	Message Status Reporting	2
3	Multi-Channel Mass Notification	2
3	Multi-Language Support	2
3	Scheduled Messaging	2
3	Scripting	2
3	Self-Service Contact Information Update	2
3	Sequential Processing	2

COST, ORGANIZATION, AND ARCHITECTURAL FIT

Architectural Fit	4
Cost	5
Existing Relationship	5
Managing Risk	4
Political Reasons	4
Previously Installed	5
Sales Experience	4
Skill and Staff Fit	4
Social Responsibility	5
Vendor Market Share	5
Vendor Reputation	5

Roxanne G.

Role: Information Technology
Industry: Technology
Involvement: IT Leader or Manager

Recommends 10/10

Easy to navigate

What differentiates Crises Control from other similar products?

It's easy to navigate

What is your favorite aspect of this product?

Everything in it

What do you dislike most about this product?

Not applicable

What recommendations would you give to someone considering this product?

That it's easy to use

Core Competitive Dimensions

VENDOR CAPABILITY SATISFACTION		VENDOR CAPABILITY IMPORTANCE
2	Availability and Quality of Training	-
2	Breadth of Features	-
2	Business Value Created	-
2	Ease of Customization	-
2	Ease of Data Integration	-
2	Ease of Implementation	-
2	Ease of IT Administration	-
2	Product Strategy and Rate of Improvement	-
2	Quality of Features	-
2	Usability and Intuitiveness	-
2	Vendor Support	-

PRODUCT FEATURE SATISFACTION		PRODUCT FEATURE IMPORTANCE
2	Conference Call Support	-
1	Contact Information Encryption	-
2	Distribution Lists	-
2	Location-Based Notification	-
2	Message Status Reporting	-
2	Multi-Channel Mass Notification	-
2	Multi-Language Support	-
2	Scheduled Messaging	-
2	Scripting	-
2	Self-Service Contact Information Update	-
3	Sequential Processing	-

archie r.

Role: Information Technology
Industry: Technology
Involvement: IT Development, Integration, and Administration

Recommends 10/10

Fantastic product!

What differentiates Crises Control from other similar products?

Not applicable

What is your favorite aspect of this product?

Not applicable

What do you dislike most about this product?

Not applicable

What recommendations would you give to someone considering this product?

Not applicable

Core Competitive Dimensions

VENDOR CAPABILITY SATISFACTION		VENDOR CAPABILITY IMPORTANCE
4	Availability and Quality of Training	0
4	Breadth of Features	0
4	Business Value Created	100
4	Ease of Customization	0
4	Ease of Data Integration	0
4	Ease of Implementation	0
4	Ease of IT Administration	0
4	Product Strategy and Rate of Improvement	0
4	Quality of Features	0
4	Usability and Intuitiveness	0
4	Vendor Support	0

PRODUCT FEATURE SATISFACTION		PRODUCT FEATURE IMPORTANCE
4	Conference Call Support	0
4	Contact Information Encryption	0
4	Distribution Lists	0
4	Location-Based Notification	0
4	Message Status Reporting	0
4	Multi-Channel Mass Notification	0
4	Multi-Language Support	0
4	Scheduled Messaging	0
4	Scripting	0
4	Self-Service Contact Information Update	0
4	Sequential Processing	0

COST, ORGANIZATION, AND ARCHITECTURAL FIT

Architectural Fit	0
Cost	0
Existing Relationship	0
Managing Risk	0
Political Reasons	0
Previously Installed	0
Sales Experience	0
Skill and Staff Fit	0
Social Responsibility	0
Vendor Market Share	0
Vendor Reputation	0

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Dyrol C.

Role: Information Technology
Industry: Technology
Involvement: IT Development, Integration, and Administration

Neutral 7/10

Fantastic product, with a watchful eye

What differentiates Crises Control from other similar products?

Its the way Crises Control alert you to every possible issue regarding managing your systems.

What is your favorite aspect of this product?

The alert system

What do you dislike most about this product?

no dislike

What recommendations would you give to someone considering this product?

Yes I would recommend this product to companies

Core Competitive Dimensions

VENDOR CAPABILITY SATISFACTION		VENDOR CAPABILITY IMPORTANCE
3	Availability and Quality of Training	3
2	Breadth of Features	4
2	Business Value Created	4
4	Ease of Customization	3
4	Ease of Data Integration	3
3	Ease of Implementation	3
3	Ease of IT Administration	3
2	Product Strategy and Rate of Improvement	4
3	Quality of Features	4
3	Usability and Intuitiveness	4
4	Vendor Support	4

PRODUCT FEATURE SATISFACTION		PRODUCT FEATURE IMPORTANCE
-	Conference Call Support	2
3	Contact Information Encryption	2
3	Distribution Lists	2
4	Location-Based Notification	2
4	Message Status Reporting	2
-	Multi-Channel Mass Notification	2
-	Multi-Language Support	2
3	Scheduled Messaging	2
-	Scripting	2
3	Self-Service Contact Information Update	2
3	Sequential Processing	2

COST, ORGANIZATION, AND ARCHITECTURAL FIT	
Architectural Fit	3
Cost	3
Existing Relationship	3
Managing Risk	3
Political Reasons	3
Previously Installed	3
Sales Experience	3
Skill and Staff Fit	3
Social Responsibility	3
Vendor Market Share	3
Vendor Reputation	3

ANCA O.

Role: Operations
Industry: Technology
Involvement: IT Leader or Manager

Recommends 9/10

Easy to use

What differentiates Crises Control from other similar products?

How fast it can be implemented.

What is your favorite aspect of this product?

Ease of use and implementation.

What do you dislike most about this product?

At the moment nothing to dislike.

What recommendations would you give to someone considering this product?

Test it first to check compatibility with your business needs.

Core Competitive Dimensions

VENDOR CAPABILITY SATISFACTION		VENDOR CAPABILITY IMPORTANCE
3	Availability and Quality of Training	5
3	Breadth of Features	0
4	Business Value Created	0
3	Ease of Customization	5
3	Ease of Data Integration	0
4	Ease of Implementation	5
3	Ease of IT Administration	7
3	Product Strategy and Rate of Improvement	0
3	Quality of Features	10
4	Usability and Intuitiveness	5
4	Vendor Support	5

PRODUCT FEATURE SATISFACTION		PRODUCT FEATURE IMPORTANCE
4	Conference Call Support	0
3	Contact Information Encryption	0
3	Distribution Lists	10
4	Location-Based Notification	5
4	Message Status Reporting	5
4	Multi-Channel Mass Notification	5
3	Multi-Language Support	0
3	Scheduled Messaging	0
-	Scripting	0
3	Self-Service Contact Information Update	5
3	Sequential Processing	0

COST, ORGANIZATION, AND ARCHITECTURAL FIT	
Architectural Fit	5
Cost	3
Existing Relationship	0
Managing Risk	5
Political Reasons	0
Previously Installed	0
Sales Experience	0
Skill and Staff Fit	5
Social Responsibility	5
Vendor Market Share	0
Vendor Reputation	0

Ali N.

Role: Information Technology
Industry: Technology
Involvement: End User of Application

Recommends 10/10

Very easy to use and straight to the point.

What differentiates Crises Control from other similar products?

Crises Control is the first application I've used that's like this but I am sure there are similar applications out there.

What is your favorite aspect of this product?

How easy it is to use.

What do you dislike most about this product?

Nothing at the moment.

What recommendations would you give to someone considering this product?

Absolutely do it.

Core Competitive Dimensions

VENDOR CAPABILITY SATISFACTION		VENDOR CAPABILITY IMPORTANCE
3	Availability and Quality of Training	0
4	Breadth of Features	0
4	Business Value Created	10
3	Ease of Customization	0
4	Ease of Data Integration	0
4	Ease of Implementation	0
4	Ease of IT Administration	0
4	Product Strategy and Rate of Improvement	0
4	Quality of Features	0
3	Usability and Intuitiveness	30
4	Vendor Support	0

PRODUCT FEATURE SATISFACTION		PRODUCT FEATURE IMPORTANCE
-	Conference Call Support	0
3	Contact Information Encryption	0
4	Distribution Lists	0
4	Location-Based Notification	0
4	Message Status Reporting	0
4	Multi-Channel Mass Notification	30
-	Multi-Language Support	0
4	Scheduled Messaging	30
-	Scripting	0
3	Self-Service Contact Information Update	0
-	Sequential Processing	0

COST, ORGANIZATION, AND ARCHITECTURAL FIT	
Architectural Fit	0
Cost	0
Existing Relationship	0
Managing Risk	0
Political Reasons	0
Previously Installed	0
Sales Experience	0
Skill and Staff Fit	0
Social Responsibility	0
Vendor Market Share	0
Vendor Reputation	0

Stephanie E.

Role: Sales and Marketing
Industry: Technology
Involvement: End User of Application

Recommends 10/10

Easy to use and very important to have

What differentiates Crises Control from other similar products?

Customer service is above and beyond. A very hardworking team passionate about their product.

What is your favorite aspect of this product?

Ease of use

What do you dislike most about this product?

Nothing really.

What recommendations would you give to someone considering this product?

If you have the business need, it's a no brainer. And we all should have this as a business need.

Core Competitive Dimensions

VENDOR CAPABILITY SATISFACTION		VENDOR CAPABILITY IMPORTANCE
4	Availability and Quality of Training	4
3	Breadth of Features	4
4	Business Value Created	4
4	Ease of Customization	4
-	Ease of Data Integration	4
4	Ease of Implementation	4
4	Ease of IT Administration	4
4	Product Strategy and Rate of Improvement	4
3	Quality of Features	4
4	Usability and Intuitiveness	4
4	Vendor Support	4

PRODUCT FEATURE SATISFACTION		PRODUCT FEATURE IMPORTANCE
-	Conference Call Support	1
4	Contact Information Encryption	3
4	Distribution Lists	3
4	Location-Based Notification	1
4	Message Status Reporting	2
4	Multi-Channel Mass Notification	3
4	Multi-Language Support	3
4	Scheduled Messaging	3
4	Scripting	3
4	Self-Service Contact Information Update	3
4	Sequential Processing	3

COST, ORGANIZATION, AND ARCHITECTURAL FIT	
Architectural Fit	2
Cost	2
Existing Relationship	2
Managing Risk	2
Political Reasons	2
Previously Installed	2
Sales Experience	2
Skill and Staff Fit	2
Social Responsibility	2
Vendor Market Share	2
Vendor Reputation	2

Saahil S.

Role: Sales and Marketing
Industry: Electronics
Involvement: IT Leader or Manager

Recommends 10/10

Very easy to use!

What differentiates Crises Control from other similar products?

COVID-19 Support

What is your favorite aspect of this product?

Interactions

What do you dislike most about this product?

Nothing really

What recommendations would you give to someone considering this product?

Not really sure

Core Competitive Dimensions

VENDOR CAPABILITY SATISFACTION		VENDOR CAPABILITY IMPORTANCE
4	Availability and Quality of Training	-
4	Breadth of Features	-
4	Business Value Created	-
4	Ease of Customization	-
4	Ease of Data Integration	-
4	Ease of Implementation	-
4	Ease of IT Administration	-
4	Product Strategy and Rate of Improvement	-
4	Quality of Features	-
4	Usability and Intuitiveness	-
4	Vendor Support	-

PRODUCT FEATURE SATISFACTION		PRODUCT FEATURE IMPORTANCE
4	Conference Call Support	-
4	Contact Information Encryption	-
4	Distribution Lists	-
4	Location-Based Notification	-
4	Message Status Reporting	-
1	Multi-Channel Mass Notification	-
4	Multi-Language Support	-
4	Scheduled Messaging	-
4	Scripting	-
4	Self-Service Contact Information Update	-
4	Sequential Processing	-

Shivanjali S.

Role: Student or Academic
Industry: Consulting
Involvement: End User of Application

Recommends 10/10

Fantastic Product and Team

What differentiates Crises Control from other similar products?

Client Service

What is your favorite aspect of this product?

Friendly and helpful staff

What do you dislike most about this product?

Have had positive experiences only

What recommendations would you give to someone considering this product?

To reach out to them

Core Competitive Dimensions

VENDOR CAPABILITY SATISFACTION		VENDOR CAPABILITY IMPORTANCE
3	Availability and Quality of Training	6
3	Breadth of Features	6
3	Business Value Created	7
3	Ease of Customization	6
3	Ease of Data Integration	6
3	Ease of Implementation	6
2	Ease of IT Administration	6
2	Product Strategy and Rate of Improvement	6
3	Quality of Features	6
3	Usability and Intuitiveness	6
2	Vendor Support	6

PRODUCT FEATURE SATISFACTION		PRODUCT FEATURE IMPORTANCE
3	Conference Call Support	1
2	Contact Information Encryption	2
2	Distribution Lists	2
2	Location-Based Notification	1
3	Message Status Reporting	2
3	Multi-Channel Mass Notification	2
3	Multi-Language Support	2
2	Scheduled Messaging	2
2	Scripting	2
3	Self-Service Contact Information Update	2
3	Sequential Processing	2

COST, ORGANIZATION, AND ARCHITECTURAL FIT	
Architectural Fit	1
Cost	1
Existing Relationship	1
Managing Risk	1
Political Reasons	0
Previously Installed	1
Sales Experience	0
Skill and Staff Fit	0
Social Responsibility	1
Vendor Market Share	1
Vendor Reputation	1

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Michael R.

Role: Information Technology
Industry: Other
Involvement: End User of Application

Recommends 10/10

A great system that helps us communicate better

What differentiates Crises Control from other similar products?

Crises Control is easy to use with tons of features that make it easy to communicate instantaneously with all of our staff and clients via their mobile devices, saving our organization significant time and speeding the return to business.

What is your favorite aspect of this product?

Our aim of using Crises Control is to get information out clearly to our staff members and clients and prompt them to respond quickly. Crises Control delivered all that we needed. The intuitive user interface design makes it easy for users and admin to use swiftly. Everything is straightforward and no explanation is needed on what to do.

What do you dislike most about this product?

I have not experienced any setback with the product. I works great for our company.

What recommendations would you give to someone considering this product?

Since its implementation, we have placed a very high value on client feedback and our staff members. For me, Crises Control stands out because it continually strives to provide an easy-to-use, action-ready, business disruption solution.
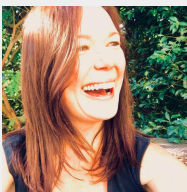
Core Competitive Dimensions

VENDOR CAPABILITY SATISFACTION		VENDOR CAPABILITY IMPORTANCE
3	Availability and Quality of Training	3
3	Breadth of Features	3
3	Business Value Created	3
4	Ease of Customization	3
3	Ease of Data Integration	3
3	Ease of Implementation	3
3	Ease of IT Administration	3
3	Product Strategy and Rate of Improvement	3
3	Quality of Features	3
3	Usability and Intuitiveness	3
3	Vendor Support	3

PRODUCT FEATURE SATISFACTION		PRODUCT FEATURE IMPORTANCE
3	Conference Call Support	2
3	Contact Information Encryption	3
3	Distribution Lists	3
3	Location-Based Notification	2
3	Message Status Reporting	3
3	Multi-Channel Mass Notification	3
3	Multi-Language Support	3
3	Scheduled Messaging	3
3	Scripting	3
3	Self-Service Contact Information Update	3
3	Sequential Processing	3

COST, ORGANIZATION, AND ARCHITECTURAL FIT

Architectural Fit	2
Cost	3
Existing Relationship	3
Managing Risk	2
Political Reasons	2
Previously Installed	3
Sales Experience	2
Skill and Staff Fit	2
Social Responsibility	3
Vendor Market Share	3
Vendor Reputation	3

Josephine P.

Role: C-Level
Industry: Communications
Involvement: Business Leader or Manager

Recommends 9/10

Great customer team and product

What differentiates Crises Control from other similar products?

The customer service team are amazing

What is your favorite aspect of this product?

Support package

What do you dislike most about this product?

interface is in development and getting better

What recommendations would you give to someone considering this product?

good planning is essential

Core Competitive Dimensions

VENDOR CAPABILITY SATISFACTION		VENDOR CAPABILITY IMPORTANCE
4	Availability and Quality of Training	1
4	Breadth of Features	1
3	Business Value Created	1
3	Ease of Customization	1
4	Ease of Data Integration	1
3	Ease of Implementation	1
3	Ease of IT Administration	1
3	Product Strategy and Rate of Improvement	1
4	Quality of Features	1
3	Usability and Intuitiveness	1
3	Vendor Support	1

PRODUCT FEATURE SATISFACTION		PRODUCT FEATURE IMPORTANCE
3	Conference Call Support	4
3	Contact Information Encryption	4
3	Distribution Lists	4
3	Location-Based Notification	4
3	Message Status Reporting	4
3	Multi-Channel Mass Notification	4
3	Multi-Language Support	4
4	Scheduled Messaging	4
3	Scripting	4
3	Self-Service Contact Information Update	4
3	Sequential Processing	4

COST, ORGANIZATION, AND ARCHITECTURAL FIT

Architectural Fit	3
Cost	3
Existing Relationship	3
Managing Risk	3
Political Reasons	3
Previously Installed	3
Sales Experience	3
Skill and Staff Fit	3
Social Responsibility	3
Vendor Market Share	3
Vendor Reputation	3

Chandni L.

Role: Sales and Marketing
Industry: Biotechnology
Involvement: Initial Implementation

Recommends 10/10

Easy to use and competitive price

What differentiates Crises Control from other similar products?

Ease of use

What is your favorite aspect of this product?

sharing documentation

What do you dislike most about this product?

nothing specific, any communications product needs to be managed closely because of the privacy implications. This is not unique to this product, it is the nature of communication products in general.

What recommendations would you give to someone considering this product?

fast implementation, helpful team

Core Competitive Dimensions

VENDOR CAPABILITY SATISFACTION		VENDOR CAPABILITY IMPORTANCE
4	Availability and Quality of Training	2
4	Breadth of Features	3
3	Business Value Created	3
3	Ease of Customization	2
3	Ease of Data Integration	2
4	Ease of Implementation	2
4	Ease of IT Administration	2
4	Product Strategy and Rate of Improvement	3
4	Quality of Features	3
4	Usability and Intuitiveness	3
3	Vendor Support	3

PRODUCT FEATURE SATISFACTION		PRODUCT FEATURE IMPORTANCE
4	Conference Call Support	2
4	Contact Information Encryption	3
3	Distribution Lists	3
4	Location-Based Notification	2
4	Message Status Reporting	3
3	Multi-Channel Mass Notification	3
3	Multi-Language Support	3
4	Scheduled Messaging	3
3	Scripting	3
4	Self-Service Contact Information Update	3
3	Sequential Processing	3

COST, ORGANIZATION, AND ARCHITECTURAL FIT

Architectural Fit	3
Cost	3
Existing Relationship	3
Managing Risk	3
Political Reasons	3
Previously Installed	3
Sales Experience	3
Skill and Staff Fit	3
Social Responsibility	3
Vendor Market Share	3
Vendor Reputation	3

Maria C.

Role: Finance
Industry: Technology
Involvement: End User of Application

Recommends 9/10

Value for Money! Pleasantly functional, secure.

What differentiates Crises Control from other similar products?

UK based, and easy to use. I have needed very little training to use the tool. Also the tool way put in place less than 2 weeks after we decided to go with Crises Control.

What is your favorite aspect of this product?

Support team are very pleasant, responsive and helpful! :)

What do you dislike most about this product?

Crises Control cannot send messages via WhatsApp.

What recommendations would you give to someone considering this product?

Reach out and try it yourself in the free trial!

Core Competitive Dimensions

VENDOR CAPABILITY SATISFACTION		VENDOR CAPABILITY IMPORTANCE
3	Availability and Quality of Training	2
3	Breadth of Features	2
4	Business Value Created	3
-	Ease of Customization	2
-	Ease of Data Integration	2
-	Ease of Implementation	2
-	Ease of IT Administration	2
-	Product Strategy and Rate of Improvement	2
4	Quality of Features	2
4	Usability and Intuitiveness	2
4	Vendor Support	2

PRODUCT FEATURE SATISFACTION		PRODUCT FEATURE IMPORTANCE
4	Conference Call Support	1
4	Contact Information Encryption	2
-	Distribution Lists	2
4	Location-Based Notification	1
3	Message Status Reporting	1
4	Multi-Channel Mass Notification	2
4	Multi-Language Support	2
4	Scheduled Messaging	2
-	Scripting	2
-	Self-Service Contact Information Update	2
-	Sequential Processing	1

COST, ORGANIZATION, AND ARCHITECTURAL FIT

Architectural Fit	5
Cost	5
Existing Relationship	5
Managing Risk	5
Political Reasons	5
Previously Installed	5
Sales Experience	5
Skill and Staff Fit	5
Social Responsibility	5
Vendor Market Share	5
Vendor Reputation	5