INCIDENT MANAGER

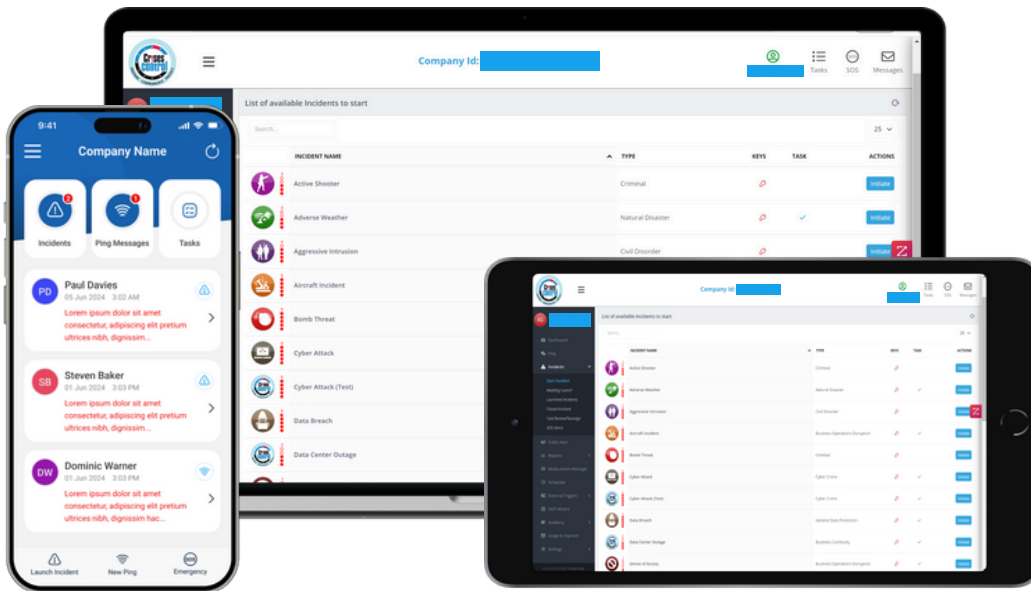## MANAGE ANY CRISIS, FROM ANYWHERE, AT ANYTIME

- SMS
- EMAIL
- PUSH NOTIFICATIONS
- IVR
- WEB ALERTS
- MS TEAMS

Crises Control's SaaS Incident Management solution allows you to launch incident in seconds.

Automate your Incident communications, activate your response plans and organise your organisation's response.

Our Control Centre gives you a real-time operational view of your active incident:
- overall response status,
- employee locations,
- progress against vital tasks,
- key communications
- and more.

During crises, chaos ensues as teams are activated to tackle an endless array of tasks, all geared towards safeguarding the well-being of employees, customers, sustaining operations, or expediting a return to normal.

BENEFITS OF INCIDENT MANAGER

> Alerting, incident response, management, and task management all in one place

> Multi-channel communications

> Conference call ability

> Hosted on the cloud - always available

> Mobile and desktop applications

> Independent of your IT infrastructure

> Planning capabilities and automated tasks

> Co-pilot support service

> Incident Library available

+44 (0) 20 8584 1385   contactus@crises-control.com   www.crises-control.com

INCIDENT MANAGER

MANAGE CRISES WITH THE INCIDENT MANAGER MODULE

> **PLATFORM**
> The Crises Control application is always on, even when your systems are down. Manage incidents, assign tasks, and communicate with stakeholders from your phone.

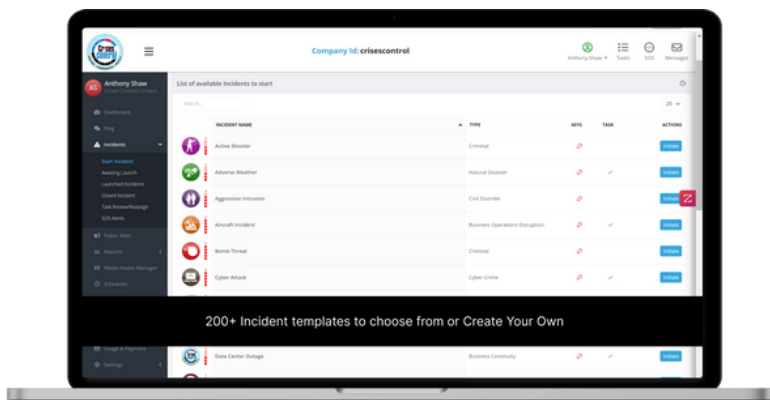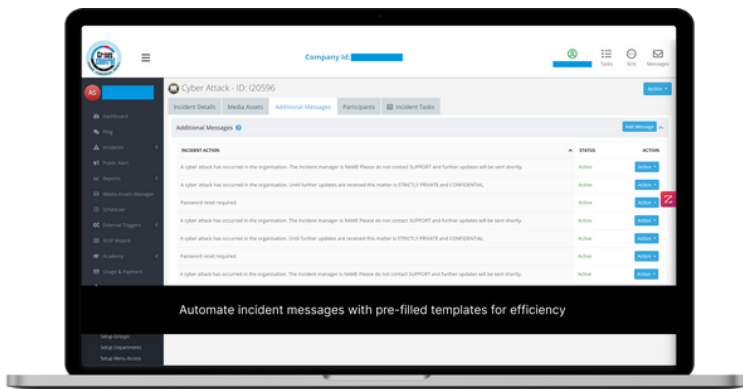> **CRISIS INCIDENT MANAGEMENT CONTROL CENTRE**
> Stay in control of your crisis incident management response with the Control Centre. The real time dashboard shows people in need of help, progress through tasks and more.

> **TASK MANAGER**
> Create and follow the progress of tasks as you respond and resolve an incident. Assign task owners, set completion times, and escalate tasks as required.

TASK MANAGER

Automate incident messages with pre-filled templates for efficiency

> Assign and manage tasks

> Check off completed items

> Access digital assets

> Notify teams

> Escalate tasks as required

> Control Centre

> Keep control over every incident in the real-time

> Review tasks after an event

> Create automatic rules to manage tasks during the incident without human oversight

> Reassign unclaimed tasks

> Set predecessors for tasks

> Provide delegation options

200+ Incident templates to choose from or Create Your Own

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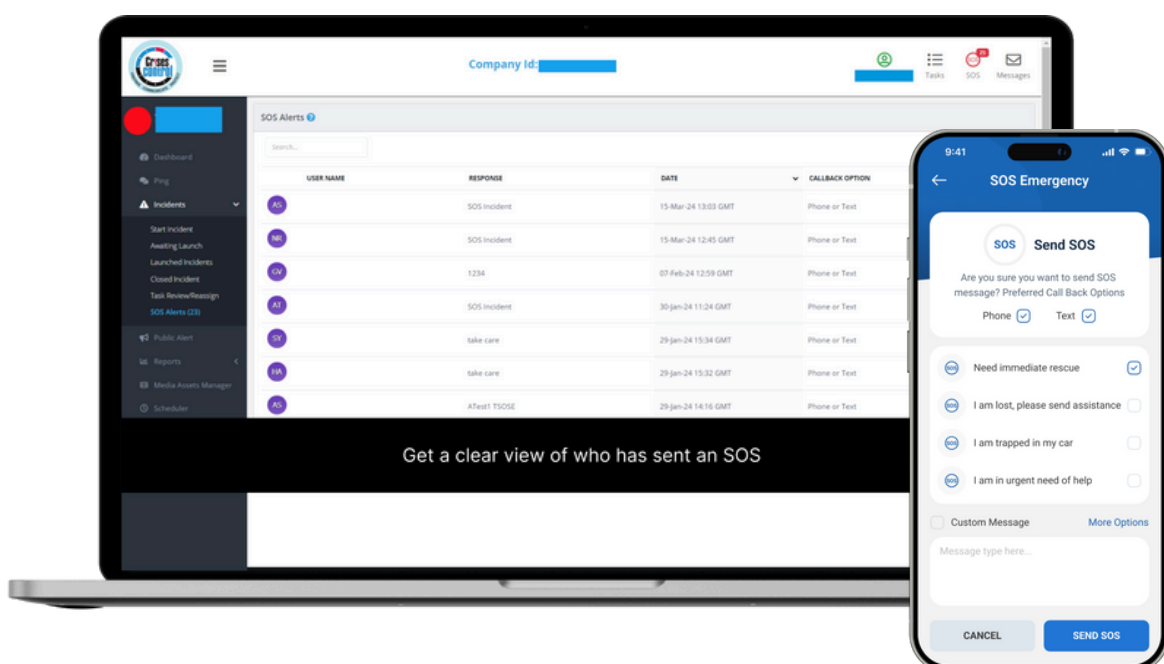
INCIDENT MANAGER

SOS PANIC BUTTON APP

- Effortlessly trigger an emergency response

- Single touch

- GPS tracking

- Real-time updates

- Automatic notifications to the emergency response team

- Customisable to meet the specific needs of your organisation

- Secure and reliable, with SSL encryption for all communications and data

- Silent push notifications

- Works anywhere in the world

- Call back option for communication between the victim and response teams

- Full case history and tracking details for later learning

ACTIVATING THE SOS PANIC BUTTON

1. Press the button inside the Crises Control app

2. Choose preferred call back method (call, text, both)

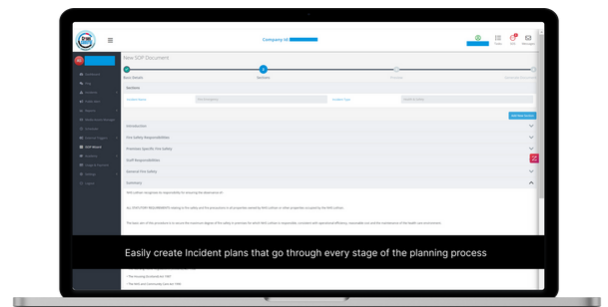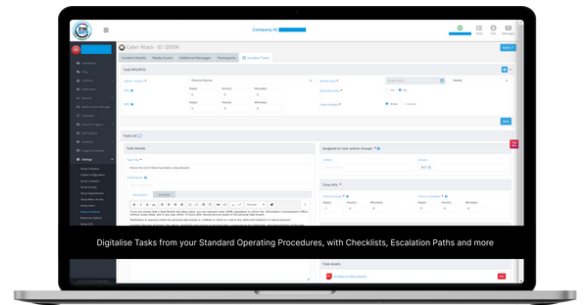3. Tap OK to send the SOS alert with your location and preferred communication channels

Get a clear view of who has sent an SOS

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INCIDENT MANAGER

INCIDENT PLAN BUILDER

> Simplify incident response planning and collaboration

> Develop an effective incident response plan quickly and easily

> User-friendly interface

> Identify potential risks and vulnerabilities

> Designed to be flexible

> Quickly mobilise your response team and coordinate your response efforts

> Create and manage incident action plans

> Assign tasks to response team members based on predefined workflows

> Track progress in real-time

> Leverage powerful automation tools to streamline your response efforts

> Automate notifications

Digitalise Tasks from your Standard Operating Procedures, with Checklists, Escalation Paths and more

Easily create Incident plans that go through every stage of the planning process

INCLUDED FEATURES

> Mass notifications

> Response team task management

> Private and secure incident action plans

> Step-by-step planning

> Included plan library

CREATE RELEVANT PLANS

With our incident response software, you can rest assured that your business will be prepared for any eventuality. From natural disasters to cyber-attacks, you can customise your incident response plan based on your organisation's needs.

EASY TO UPDATE

With the ability to review and update plans, you can ensure that your incident management and continuity plans are effective and adaptable to the specific needs of your organisation.

SECURE STORAGE

By storing your plans on a secure platform, you can ensure that they are always available and can be quickly activated in the event of a crisis. This will help to minimise disruptions and ensure a smooth recovery, keeping your organisation running even in the face of adversity.

INCIDENT MANAGER

INCIDENT REPORTING & AUDIT

> Effortlessly manage incidents and audits

> Ensure regulatory compliance

> Auditable management reports based on actual incident data, performance information, and records

> With the Crises Control platform, every message, task, and timeline is automatically recorded for you to use post-event

> The incident logs are auditable and suitable for compliance reporting

> Helps you identify strengths and weaknesses in your action plans, elements that did not perform, and areas where the response could improve

> Download data in CSV reports, including user acknowledgements and responses, message delivery data, incident data, assigned task performance against time requirements, usage statistics, audio files of conference calls, and more

MONITORE INCIDENTS

> Crises Control's live dashboard provides real-time information during an incident

> Use the dashboard to get a complete view of the incident, including incident location, communication channels used, messages, critical task status, relevant documents, plans for this incident, and the location of people throughout the entire incident.

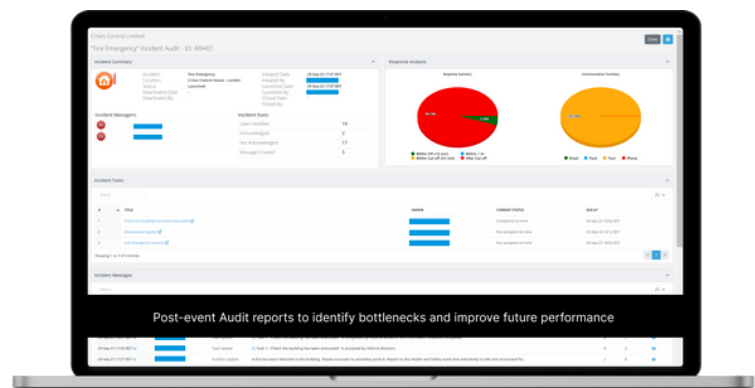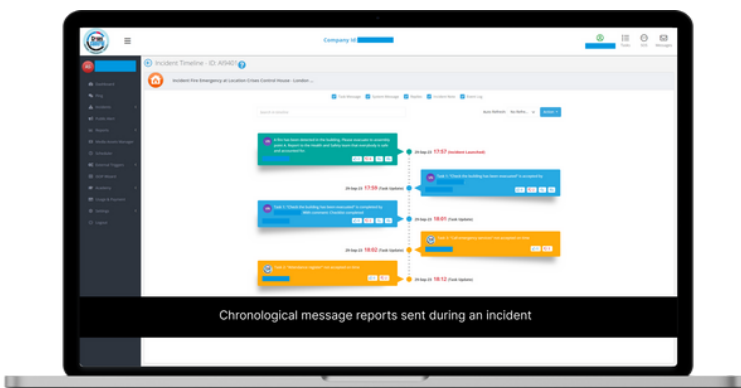> Available on any device, including computers, tablets, and smartphones (IOS and Android)

DESKTOP   **TABLET**   **MOBILE**

Chronological message reports sent during an incident

Post-event Audit reports to identify bottlenecks and improve future performance

INCIDENT MANAGER

CREATE A VIRTUAL WAR ROOM ON THE CONTROL CENTRE

> The state of the art Crises Control incident reporting and audit Control Centre enables incident managers to see what is going on, who is doing what, follow communications as they are happening, take part in conference calls, monitor decisions and critical task progress.

> The incident reporting and audit Control Centre arms incident managers with the tools they need to coordinate the response, ensuring that incidents are resolved up to 20% quicker.

WHAT YOU CAN DO WITH THE CONTROL CENTRE

> Track, monitor, and visualise live information through real-time, intuitive dashboards

> Track progress in real-time from a central location, even if the incident is in several locations

> Track task statuses, and take control of tasks and the response

> Track team responsiveness in real-time

> Record data for audit and analyses after the event, which can be used in compliance, or improvement efforts

INCIDENT DATA AT YOUR FINGERTIPS

The incident reporting and audit dashboard and Control Centre provide all the data you need during an incident to maintain control and make important decisions.

ASSESS THE EFFECTIVENESS OF PLANS

Data will help you assess how plans performed, and inform improvements by your in-house teams.

STORE REPORTS SECURELY

Store plans and reports in the secure Crises Control platform, in order to access them when you need them most.

Create a virtual war room on Crises Control's Control Centre