



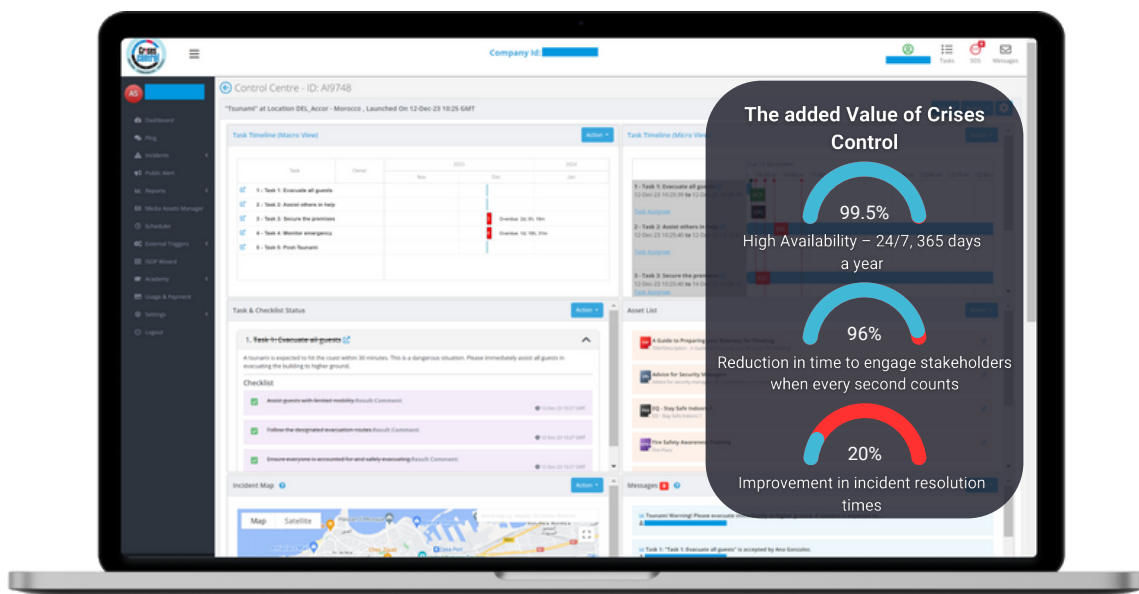
IMPLEMENTATION PLAN

OVERVIEW

With Crises Control, keeping your workforce safe, informed, and connected during an emergency has never been easier. We understand that when implementing a new software tool, there are concerns such as:

- **Disruption and Productivity:** Implementing a new tool can disrupt existing workflows and cause a dip in employee productivity while everyone learns the new system. Companies are concerned about minimising this disruption and ensuring a smooth transition.
- **Training and User Adoption:** Even the best software is useless if employees don't use it. Companies worry about adequately training staff and getting them comfortable with the new tool to ensure user adoption.
- **Data Security and Integration:** New software introduces new data security risks. Companies worry about protecting sensitive information and ensuring the new tool integrates well with existing systems to avoid data silos.

The Crises Control Implementation plans are built as three-stage projects, designed to enable clients to effectively communicate with key audiences on-demand and based on specific business use cases. The service includes kick-off and registration; configuration and training; User Acceptance Testing and deployment led by experienced consultants with Critical Event Management expertise.





IMPLEMENTATION PLAN

SCOPE

The scope of services is broken down below:

01

Registration: We provide client assistance in activating their account for the first time. Additionally, we provide a short overview of the Crises Control Web Portal and Mobile App.

Uploading your Users: We guide clients through uploading user data into Crises Control. This can be done manually, through an import and/or integration to an external system. (.CSV, SFTP, API)

System Configuration: We provide hands on assistance with system configuration to allow administrators to learn as they are guided through the enablement of system features. This may include:

- Customisable caller ID, communication settings and custom voice recording
- Call and SMS throughput (Calls per minute and SMS per minute)
- Mass Notification message configuration i.e., Standard, Custom Response Options, Conference Calls
- Setup of Mobile App for responders to acknowledge and collaborate
- Configuration setup of Single Sign On (SSO)
- Configuration of Crises Control Location Tracking
- Configuration of Custom Email Templates

02

System Training: Online training videos tailored to the Crises Control System, guiding you through the modules and extensions.

These practices include data management, mass notifications via multiple communication channels, and pre-defined messaging content, task allocation and escalation processes, setting of RTO/RPO of specific business use cases, and so on.

These user-friendly videos allow for flexible, self-paced learning, ensuring that users can learn at their own convenience.

03

UAT: The final phase we provide is a User Acceptance Test where users from the organisation test the software to ensure it can handle required tasks in real-world scenarios according to specifications.

The primary goal of UAT is to validate the end-to-end business flow. The process involves testing that the organisation can effectively use the Crises Control System and issues a certificate indicating that the organisation's users are trained and ready for deployment.

This critical step ensures that the software solution works for the user and fulfills their needs before going live.

Roll Out for Basic Users (Staff):

This phase follows the completion of initial testing, configuration, and training for Administrators and Key Holders.

Deployment: After the onboarding process the client is fully equipped to roll-out the system to the organisation. This phase involves moving from the onboarding of the system to the actual implementation of the Crises Control system within the organisation. Once this step is accomplished, the client is assigned a Customer Success Manager.