



# Incident Management

## **Take command and control of incidents from anywhere in seconds**

Overcome today's critical events through an interactive, mobile-centric application to mobilize response teams and activate crisis response

Global incidents are occurring at an unprecedented pace, creating vulnerabilities and risks for organizations of all sizes. The safety and security of your employees, assets, reputation, and supply chains can be threatened unexpectedly.

## Use Cases

### Emergency Response

Virtual EOC (emergency operations center) keeps everybody on the same page, wherever they are.

### Incident Response

Cooperate across different departments and locations in real time.

### Physical Security & Security Operations

Transform standard and emergency operating procedures into interactive action plans.

### Business Continuity

Rapidly regain control and recover faster by having response processes always available.

### Compliance and Control

Remain compliant through regularly tested, exercised, and documented response plans.

### Training and Exercises

Be better prepared by practicing at any scale, from tabletop through “fully functional” exercises.

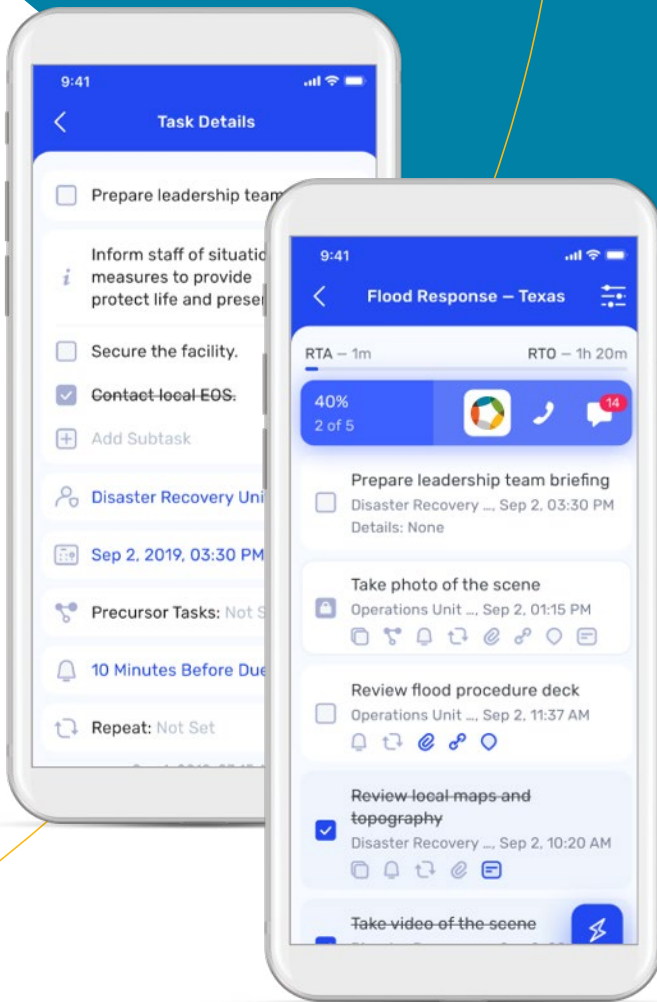
OnSolve’s incident management capabilities, through its close partnership with Groupdolist’s®, reinvents crisis response with revolutionary simplicity, wherever you are and whenever you need it. Whether you need all hands on deck in response to a full crisis, seamless coordination of a targeted team, or consistent compliance and performance for standard procedures and everyday events, OnSolve Incident Management is the fastest, easiest and best product available.

Our mobile-centric platform streamlines and automates response processes, response teams and critical information flows and can provide your organization with real-time command and control — ensuring your reaction is instant and operations can return to normal as quickly as possible.



# Did you know?

The impact of unexpected disruptions can be devastating. The average cost per minute for a U.S. data center outage is \$8,851, and the average outage time is 60 minutes, equaling a total of \$500,000.



## With OnSolve Incident Management you can:

- Bring response teams together instantly and virtually
- Transform standard and emergency procedures into interactive workflows
- Keep response teams in sync during incidents
- Centralize coordination and communication
- Seamlessly integrate with OnSolve Critical Communications
- Document all activity chronologically for real-time insight and after-action analysis/auditing/reporting



# Case Study

## Federal Agency

### Situation

A major federal agency protecting high-level government officials has received a threat against a sensitive asset during the work day.

### Challenges

The stakeholders need to safely evacuate key personnel and assume a security response posture as quickly as possible. It must also accomplish this without inciting panic or drawing unnecessary attention to the threat.

### How OnSolve Incident Management Helped

The emergency response team interactively followed their customized evacuation procedure. It successfully completed over a dozen critical steps, including updating leadership with critical information in under four minutes. Most importantly, the team kept personnel safe.

### Benefits

- Reduced time to respond sharply
- Optimized efficiency
- Automatically recorded every action with a timestamp



# Case Study

## Large Enterprise Organization

### Situation

An enterprise customer has experienced a fire alarm at their office in a major U.S. city.

### Challenges

The enterprise must prioritize lives first. It needs to quickly assess risk and determine whether to escalate while fully documenting every step.

### How OnSolve Incident Management Helped

The security and life safety team followed its “fire alarm” response procedure. Within a few minutes, the team was able to evacuate site personnel, coordinate team members and the fire department, silence the alarm, verify all clear, and facilitate re-entry.

### Benefits

- Reduced time to respond sharply
- Eliminated procedural oversights
- Maximized life safety
- Facilitated after-action incident reporting

