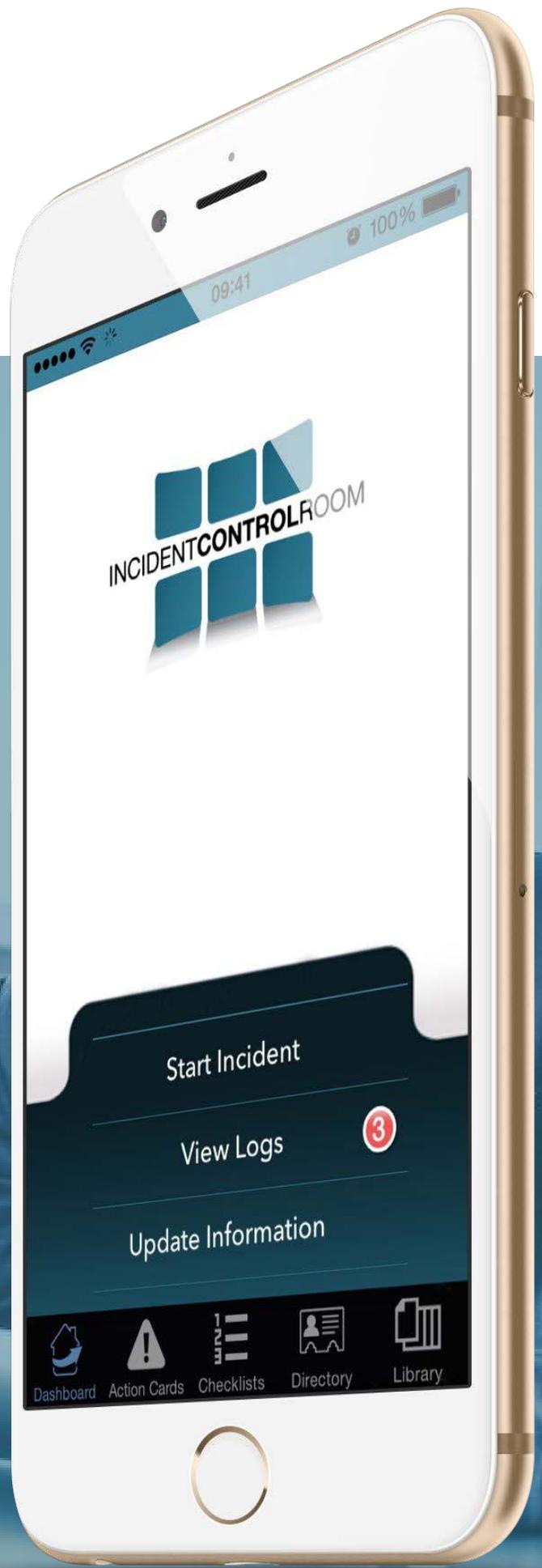




Brochure 2016



ONLINE

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INCIDENTCONTROLROOM.COM®

WE BUILD MOBILE APPLICATIONS THAT CAPTURE DATA AT THE SCENE OF INCIDENTS AND RELAYS THAT INFORMATION TO THOSE WHO NEED IT IN REAL TIME. OUR SOFTWARE TOOL AIDS THE READINESS, RESPONSE & REPORTING OF ORGANISATIONS IN MANAGING THEIR INCIDENTS.



Readiness

Incidentcontrolroom.com® (ICR™) enhances the readiness of your organisation and allows you to retain full control of your system through a sophisticated and highly flexible permission control mechanism that can be modelled on your organisational structure.

Build, maintain & deploy incident management information across your organisation using our highly configurable & scalable feature set.



Response

ICR™s user friendly mobile applications ensures your team have everything they need, when they are called to respond to an incident. Action Cards™ ensure your team responds to each and every incident in a consistent & effective manner. The ICR™ whiteboards connects teams online and quickly gets them up to speed with real time incident information logs available on their mobile, pc or laptop.



Reports

ICR™ automatically compiles a complete audit trail for every action & decision made during an incident and then presents this collated information in a set of reports for your team.

Metrics provides you with an immediate snapshot of the overall performance of your organisation as well as that of individual sites or sectors.



IT / DR
INCIDENTS



QUALITY
INCIDENTS



BUSINESS
CONTINUITY



HEALTH &
SAFETY



PRODUCTION
INCIDENTS



OPERATIONAL
INCIDENTS

Readiness

Incidentcontrolroom.com® (ICR™) enhances the readiness of your organisation and allows you to retain full control of your system through a sophisticated and highly flexible permission control mechanism that can be modelled on your organisational structure. Build, maintain & deploy incident management information across your organisation using our highly configurable & scalable feature set.

Features

-  Model your global business permission policies in ICR™;
-  Software available in English, French, German & Spanish;
-  Create & manage users across your organisation;
-  Automate & maintain user data from 3rd party HR databases;
-  Manage contact directories for suppliers, contractors or 3rd parties;
-  Manage libraries of documentation and deploy across the company;
-  Customise incident types to your organisation's needs;
-  Create teams to respond to certain incidents;
-  Keep account of the resources & equipment of your company;
-  Design Action Cards™ to respond to incident types;
-  Design checklists for day to day activities;
-  Create predefined SMS & email notifications;
-  Schedule training exercises, simulations & reviews etc.;
-  Deploy to users using iPhone®, iPad® & Android™ mobile devices;

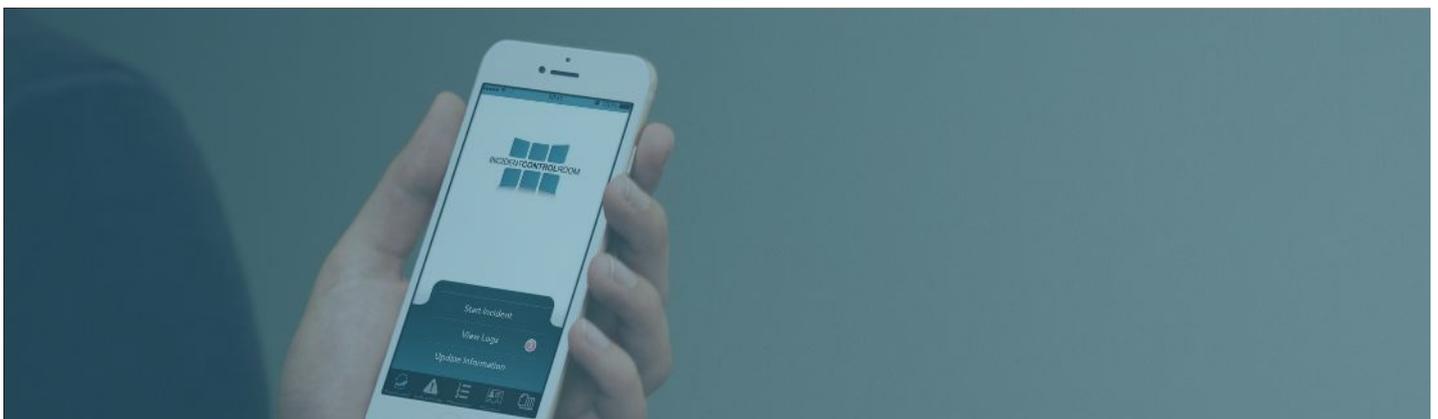
Key Feature:

Permission Policies

ICR™ allows you to retain full control of your system through a sophisticated and highly flexible permission policy that can be modelled on your organisational structure.

Assign user access to folders of documents, drawings, Action Cards™, whiteboards, reports & metrics at the click of a button.

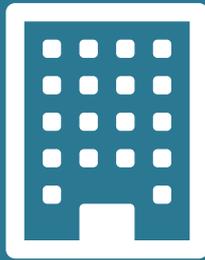
Allow users to update local plans & information, and by doing so consolidate your entire incident management system within ICR™.





Centralise & Manage Your Entire System

From one location build, maintain & deploy ICR™ across your organisation at the click of a button. Ensure teams have up to date information to deal with incidents on their mobile devices, with the minimum of administration efforts.



Highly Scalable Solution

We have invested in a state of the art infrastructure so that as your company grows, ICR™ scales with you to meet the needs of your organisation.

Automate Tasks

ICR™ Integrates with 3rd party IT systems including HR systems, thus ensuring ICR™ is automatically kept up to date. We have an open API (integration method), which will integrate with most systems.



Benefits

Response - Mobile Application

ICR™'s user friendly mobile applications ensures your team have everything they need, when they are called to respond to an incident. Documents, Contact Information & Action Cards™ ensure your team responds to each and every incident in an effective & consistent manner.

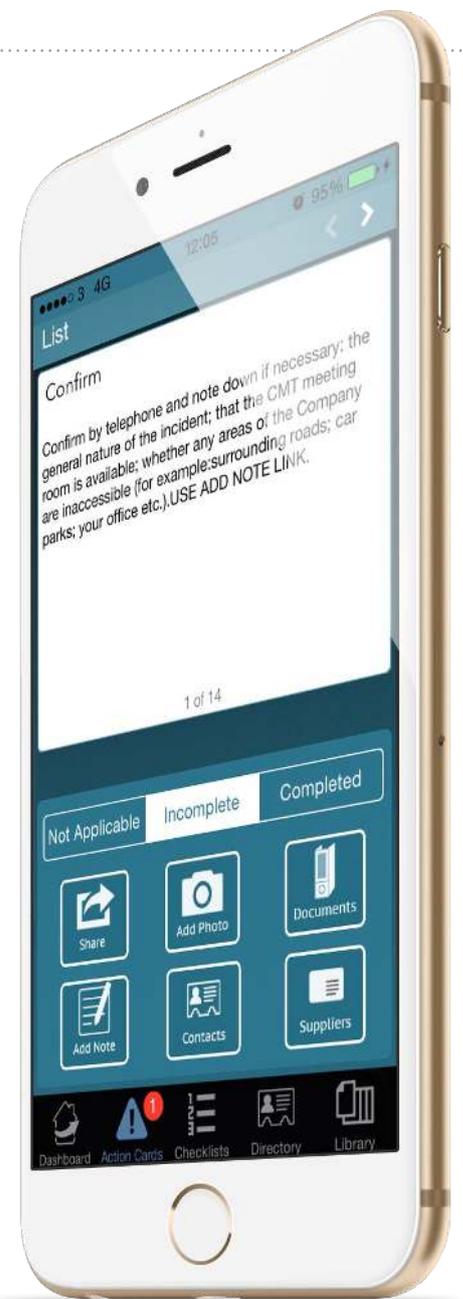
Features

-  Password protected login;
-  Multi-lingual interface (supports English, French, German & Spanish);
-  Use Action Cards™ to manage incidents & capture key information;
-  Date & time stamp actions completed;
-  Supports multiple contributors to an Action Card™;
-  Access hyperlinked documents & contacts within the Action Card™;
-  Touch to dial contact information (mobile phones only);
-  Send short predefined SMS & email to groups quickly;
-  Capture photographs from the incident;
-  Take notes (supports voice to text);
-  Access information, and execute Action Cards™ when offline;
-  Send Action Card™ logs to the whiteboard when connected;
-  View whiteboards on the mobile applications in real time;

Key Feature: Action Card™

An Action Card™ is a configurable workflow that guides you and your team from start to finish through an incident. Action cards are deployed to members of your team on their mobile device, and when needed most they are available.

The Action Card™ ensures compliance with your organisation's work instructions & procedures by ensuring that each action within the card is date & time stamped to a incident log for real time & post incident reporting purposes.



Benefits

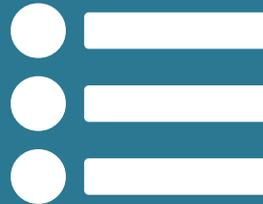
Highly Configurable

ICR™ can be easily configured to manage all types of incidents in every type of organisation. The power of ICR™ ensures your team's compliance with your organisation's Plans, Processes & Work Instructions.



Easy to Follow Action Cards™ on Mobile

Standardise the response efforts of your team using Action Cards™. Quickly reference documents & contacts, minimize human error, and increase effectiveness of teams when responding to incidents.



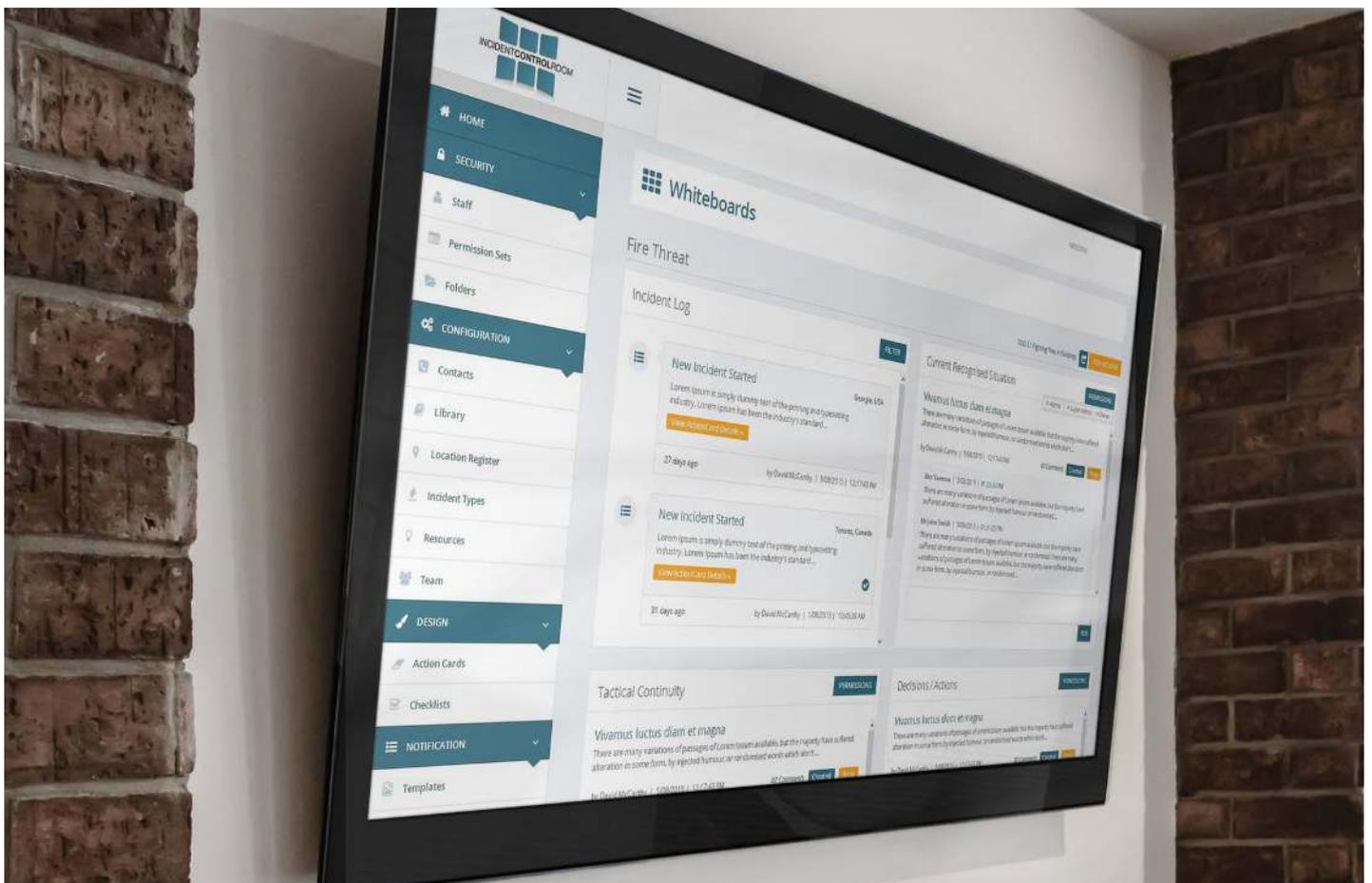
Date & Time Stamp Actions Taken

ICR™ ensures that accurate, date & time stamped information flows quickly to the right people for real time reporting. So you and the team can make better decisions.



Response - Whiteboards

Quickly get up to speed with real time incident information logs available on your mobile, pc or laptop. Online white boards centralise information gathering & communications during an incident.



Features

- ⚠ View & manage multiple incidents from the ICR™ web application;
- ✓ Presents date & time stamped logs from Action Cards™ in real time;
- 📄 Creates permission based whiteboards and provide access to relevant persons;
- ⊕ Creates parent tasks within individual whiteboards and invites discussion from the team;
- ✔ Marks parent tasks as complete and close out for reporting purposes;
- 📅 Dates & time stamp all parent tasks and sub comments;
- 👥 Collaborates in real time with your on mobile, laptop, PC or Smart TV;

Benefits

Defensible Decisions

With real time information feeds from the ICR™ Apps, make better decisions that will withstand second-guessing, cross examination, testimonies, hearings, media-spin, and follow up investigations.



Real Time Information

ICR™ provides a real time incident log that you can rely on. Configurable action cards capture the exact information you and your team need in order make good decisions that will minimise the impact of the incident.



Connect your Team

ICR™ provides a high quality information source for your entire team in one central environment, that combines their knowledge with automated feeds and processes to give them foresight, perspective, and better judgment.



With You Always

ICR™ Mobile Applications brings the team up to speed on the latest available information wherever they may be in the world on their mobile devices. Keep informed and collaborate with colleagues as if you were in the room yourself.



Reports - Archive

Incidentcontrolroom.com® automatically compiles a complete audit trail of every action & decision made during an incident and then presents collated information in a set of reports for your team.

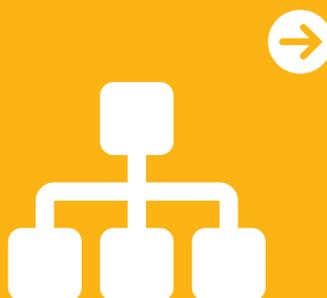
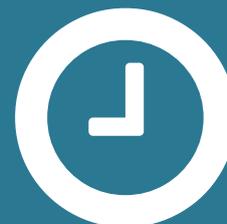
Features

- Automatically generates & archives reports;
- Append supporting documentation to report post incident;
- Generate metrics & KPI's automatically;
- Filter & present data by organisational structure;

Benefits

Automatic Report Generation

Save hours, days and even months compiling reports & audit trails using ICR™ reports. View trending incidents, and analyse rich data easier than ever.

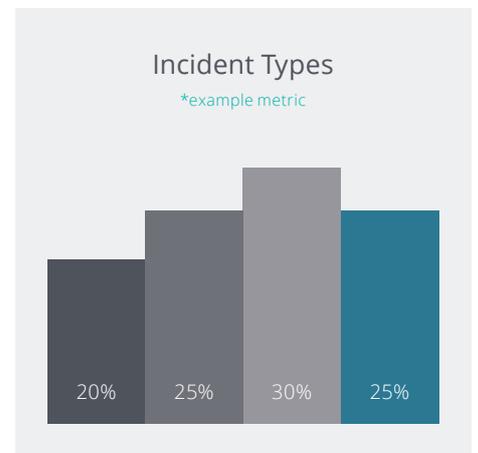
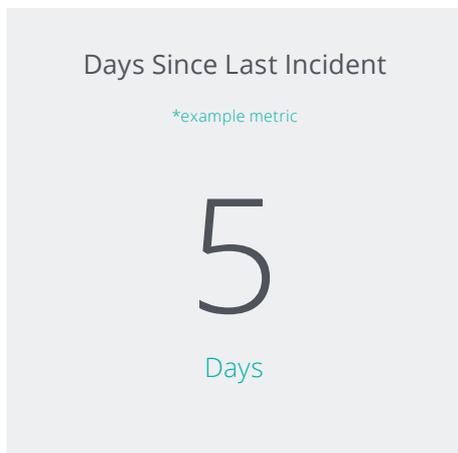


Need to Know Basis

Reports are presented to users based on their permission level ensuring your local teams can access reports locally on a need to know basis.

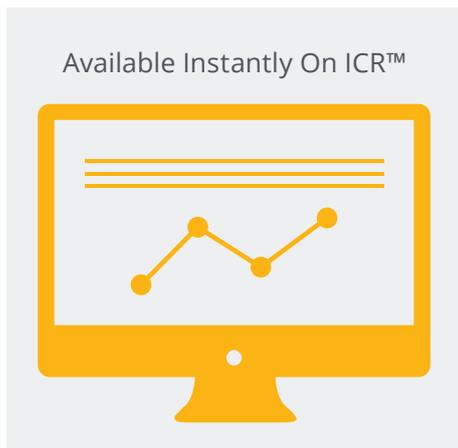
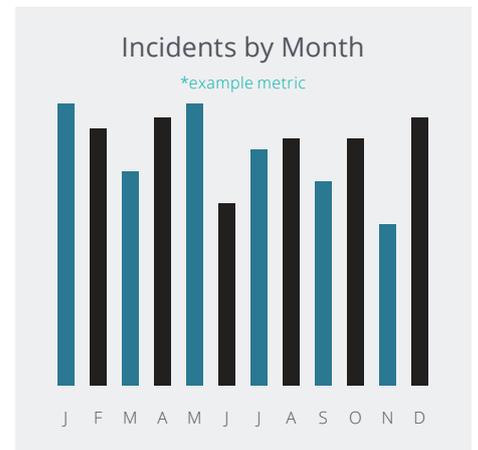
Reports - Metrics

Incidentcontrolroom.com® provides you with an immediate snapshot of the overall performance of your organisation as well as that of individual sites or sectors. Metric dashboards are kept up to date automatically thus reducing the administration costs.



Metrics

Key Metrics & Performance Indicators are automatically generated by ICR™, providing at your team with up to the minute key statistical information that will inform your planning processes.



Training Metrics

Training incidents are kept separate from actual incidents for reporting purposes. Capture & Record your training exercises using the ICR™ system ensuring that your team are well drilled throughout the year and ready to deal with an incident should it arise.



LICENCING MODEL

We build mobile applications that captures data at the scene of incidents and relays that information to those who need it in real time. Our software tools aid the readiness, response & reporting of organisations in managing their incidents.



SOFTWARE AS A SERVICE

Short Term Licencing Agreement between you & Incidentcontrolroom.com® usually 12 months.



PER USER PER MONTH

Scale up or scale down depending on your organisation's needs. Licencing subject to minimum order value.



HOSTED CLOUD SERVICE

ICR™ is a hosted service, meaning we host it, make sure it's available 24/7/365, and that it's secure, so you don't have to.



TECH SUPPORT

Got a problem? Give us a call during business hours and we'll be happy to help.



FREE UPGRADES

Get free general release upgrades to both web & mobile applications throughout your licencing agreement.



NO HIDDEN FEES

Includes cloud storage costs, security, mobile apps etc.



NO ADDITIONAL HARDWARE

Remember we have iPhone®, iPad® & Android™ apps that will work on your own handsets.



IT'S YOUR DATA

It's your data, now and forever.



FUTURE PROOFED

We're continuously investing in our products to keep pace with the latest technologies.

Licencing model accurate as of 1st August 2015. Subject to change, please contact us for more information.

Data Security

The security, protection and integrity of our customer's data is our highest concern. From the very beginning, we have partnered with Microsoft, a worldclass infrastructure partner to safely store and manage your organisation's data.

ISO 27001 Certification:

Each Worldwide Microsoft® Data Center are ISO 27001 certified. ISO 27001 Certification - Each Worldwide Microsoft® Data Center are ISO 27001 certified. ISO 27001 defines how to implement, monitor, maintain, and continually improve the Information Security Management System (ISMS).

Data Protection

We take the privacy of users and organizations very seriously and therefore comply with data protection laws.

Encryption at Rest:

We encrypt your data using AES-128 bit encryption, the same standard used by banks to secure customer's data.

Encryption in Transit:

We utilise Secure Socket Layer (SSL) for data transfer, which establishes a secure tunnel protected by AES-128 bit encryption.

Communication

All communications with the ICR™ during an incident is performed over HTTPS, thus safeguarding the communication of your organisation.

Password Protection:

Each user is required to have a username & unique password to access data on the applications. Mobile applications "time out" after 12 hours requiring the user to log in once again.

Data Integrity & Availability

We maintain a minimum of 99.99% uptime & availability of your system, across 2 data centres in two different geographical areas.

Redundancy

Your ICR™ instance is replicated across two data centres to provide our customers with further redundancy and to allow for staggered updates and maintenance windows.

Backups

Your data is backed up nightly to the second data center, and if requested can be supplied at intervals to our customers at an additional cost.

User Management

Add and remove users as your team changes, or when mobile devices are lost /stolen.

Mobile Applications (iOS)

All data stored in CoreData or on the FileSystem is protected by the iOS encryption system.





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