Situation Center™

INCIDENT MANAGEMENT SIMPLIFIED

A secure virtual command center that brings together your people, plans, tasks, communications and resources—no matter where they are located.

MissionMode's web-based (SaaS) incident management and notification system minimizes the impact of any type of routine or emergency incident. It simplifies the process of responding to an incident, and reduces the time and cost of returning to normal business activity.

The Situation Center gives you the tools to respond to and recover from any business disruption. This secure virtual command center brings together your people, plans, tasks, communications and resources—no matter where your team is located.

INCIDENT LOG | TASKS | FILE LIBRARY | NOTIFICATION | FORMS | CHAT

Authorized personnel can enter and contribute updates, monitor tasks, track people's status, access important documents, view on-location photos, send alerts, conduct secure chats, and more.

Templates can be created for any situation that requires a consistent response. When an incident occurs, select the template for that type of scenario and teams will immediately be equipped with the right plans, documents, task checklists, and people to notify.

The Situation Center is seamlessly integrated with the Notification Center. This ensures that when an alert is sent, the right information will go to the right people and devices. The system is smart enough to adapt to constantly-changing situations, but it's so easy to use that an alert can be sent in as little as ten seconds. A real-time dashboard shows who received each message and their status, such as "on-site in 30 minutes."

A time-stamped audit record is kept of all activities and communications—invaluable for legal and compliance records, as well as post-event analysis.
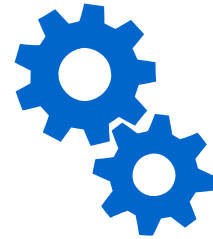
Easy to implement, use and administer.

" MissionMode radically reduces the time it takes to get an overview of an incident and take appropriate action to minimize its impact. "

Group Business Risk Manager, TBI

No software to install

No extra hardware needed

No maintenance headaches

MissionMode's resilient infrastructure has been battle-tested during everyday operational use and wide-spread disasters such as the Japan earthquakes and tsunami. Alerts can be sent to thousands of recipients through any number of communications devices.

Our clients range from global enterprises to single-site operations in all types of industries, and we provide industry-leading service that is dedicated to your success.

As the Director of Corporate Crisis Management at a global logistics corporation remarked, "*You treat us as if we're your only customer*."

How It Works

When an incident occurs, an authorized user creates a virtual command center called a Situation Room. Sub-rooms can be created to deal with specific problems, such as managing press relations.

Information on this secure website can be accessed by any Internet-capable device, including mobile phones, smartphones, and BlackBerrys.

Everyone with access permission can share informa-tion and report progress at any time. The whole team quickly works towards a successful resolution of the disruption. The dashboard shows the current status of the incident and all communications, giving decision-makers accurate, up-to-the-minute information.

The Situation Center can be integrated with applications such as HR databases, BCP, physical security, IT help desks, ERM, and more.

During an Event

Users interact by sharing messages, updates, links, documents, pictures, video, sound, or any type of file. Team and individual tasks are monitored. Response progress is recorded. Secure chat is used for real-time communication. Messages are sent to teams through any communications device.

The Situation Center provides an accurate common operating picture for making informed decisions and ensuring that no details are overlooked.

After the Event

The Situation Center provides an audit history of messages, user activity, file revisions, alerts and acknowledgements, and the entire response. Teams can evaluate the response and improve procedures for the future. The audit log is also a clear, unambiguous record that helps your organization comply with legal and regulatory requirements.

Contact us today to learn more or schedule a demonstration