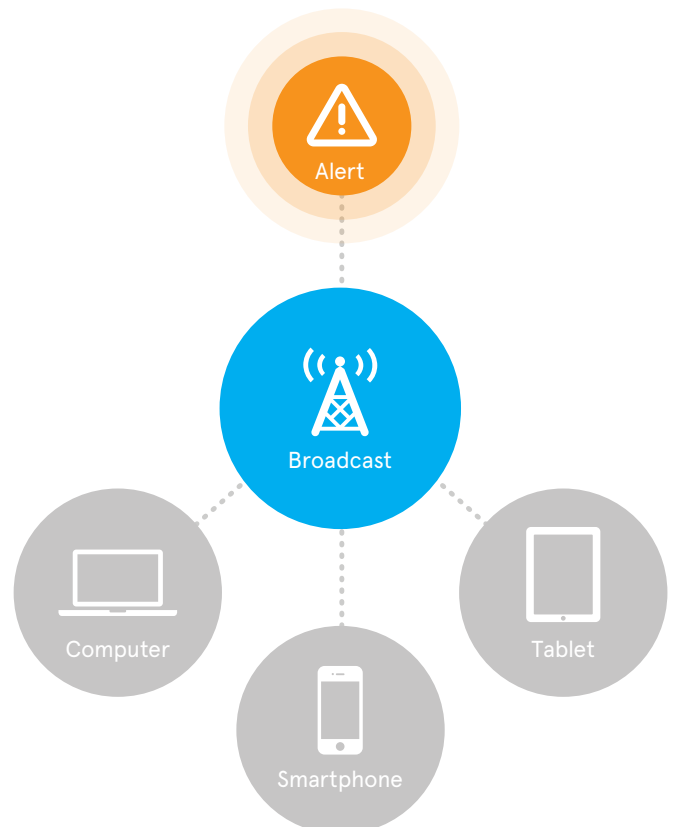


Critical Incident Management



Critical Incident Management (CIM) enables organisations to effectively manage incidents like hazardous situations, medical emergencies, faults or lockdowns on a site or from a single user portal. The system is able to broadcast critical messages via telephone either site-wide or to a select area such as a ward, school or building.

Delivery and acceptance of the message is shown real-time on the interactive map. Once an end-user confirms the message has been received, that specific building will change status on the interactive map; allowing instant and effective management to occur. Staff are able to monitor all broadcasts and events via the secure CIM portal; which may be viewed on any PC, MAC or iOS™ device. This allows managers to focus on the area of concern. The portal also includes live chat, enabling multiple users to collaborate on real-time events and share information pertaining to the incident instantly. CIM has been developed for integration with existing phone systems, PA systems, fire panels or bell system.





Lockdown

Lockdown is the ability to instantly advise all linked devices of a situation and monitor it via the interactive map. A lockdown may be initiated by calling a pre-defined telephone extension, or triggered via the CIM portal. The system may also require proper authorization to commence a lockdown if configured. All buildings on the campus map are then changed to red (lockdown unconfirmed), until the end-user acknowledges the situation via the telephone handset in that building; which in-turn changes that buildings colour code to blue (acknowledgement of lockdown),signifying the message has been heard and acknowledged. This enables staff to quickly visualize who has not acknowledged the lockdown, allowing a concentrated effort on those areas of the campus.

Message Broadcast

Message broadcast enables users to broadcast TTS (Text to Speech) or recorded messages to rooms, groups or areas of a site.

Incident Management Conference Bridge

The CIM conference bridge allows all parties to call into a central phone number to discuss the situation in realtime.

This phone conversation may be recorded and later accessed via the incident report history feature for coaching, training and investigation if required.

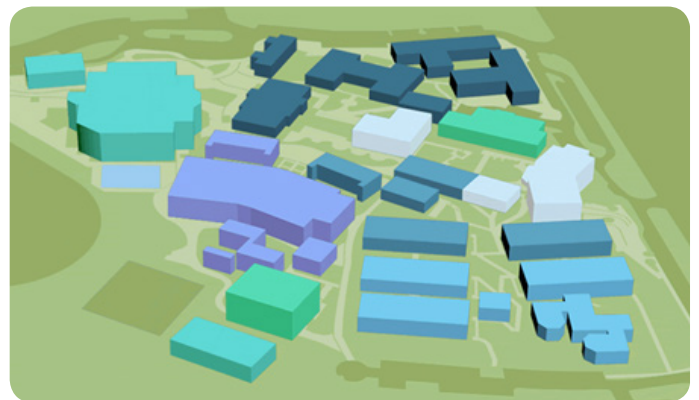
Education

CIM can be integrated with the Tass™ management system, meaning student medical or parental contact information is available in real-time.

Staff have rapid access to detailed information via mobile devices, allowing them to perform tasks such as relaying student specific information to a paramedic in real time without having to return to or make contact with an administration office.

Healthcare

CIM can be used to send messages and alerts to rooms or wards, or to monitor rooms from central consoles or mobile devices.



FEATURES:

- Live Chat
- Site wide broadcasting
- Detailed logging for incident review
- Multi device capability
- Custom mapping options
- SMS
- Email
- Text to speech call
- Pre-recorded call
- Fire Panel
- Phone Systems
- SIP Speakers