Incident Manager

Incident Manager is the name we give to our incident alerting, control and resolution module. It uses the mass communication engine as its core for connecting managers and responders together to form a virtual command and control centre on our platform.

When a critical event happens, you want to have the ability to alert your employees, customers, and partners rapidly and reliably. You need to disseminate information up to the top team, the incident response team and other stakeholders fast and reliably. Our platform facilitates:

- Conference call bridge with just two clicks.
- Action plan or contingency plan distribution to the response team.
- Tracking of critical tasks in real time.
- Visibility of escalations and KPI breaches.
- Sharing of supporting media assets.
- Reports and Audit of the incident lifecycle.

The Incident Manager provides state-of-the-art console with real time situational data in a configurable dashboard. It allows the managers to see every aspect of the incident from start to the end. The dashboard provides a 360-degree view of events, communications, KPI and decisions that are being through the life cycle of the incident.

The Crises Control App is free to download and available on Android, iOS and Windows devices. It is simple and intuitive to use and always available to your people and can be used for launching and managing any kind of incident, for example; Cyber-attack, loss of internet, extreme weather, flood, fire, denial of access etc.

Common threat templates such as cyber-attack, terrorism, supply chain failure, losing a key employee and denial of access are included in our incident library for you to personalise for your business.