



MAJOR INCIDENT SOLUTION

RAPID RESPONSE, TOTAL CONTROL

Occasionally, events transpire that require organisations to go far beyond day-to-day operations and mobilise entire workforces to deal with them. For emergency services, this could be a terrorist attack, plane crash, major fire, widespread flooding or other public emergency. Many businesses and public agencies are also exposed to these threats: for example, a major storm could damage infrastructure across large areas. Alternatively, their operations could be crippled by an industrial accident or a major cyber-attack - another growing threat. Having a plan to respond to any major incident is increasingly crucial.

Multitone's major incident solution facilitates rapid, streamlined communications with key personnel during these high-impact situations and ensures you know exactly how successful your response has been in real-time. For hospitals, our solution plays an integral role in an effective emergency preparedness, resilience and response (EPRR) strategy.

Who's it for?

- Emergency services: to summon key teams or issue a mass call-out for major incidents and regional or national emergencies.
- High-risk commercial premises & critical infrastructure: including chemical plants, power stations, oil refineries and other industrial operations.
- High-profile businesses or organisations at significant risk of cyber-attack: to initiate a rapid IT security response via a robust, secure system. This can be particularly useful out of office hours, when staff work remotely, are on-call, or are geographically dispersed.



Rapid Major Incident Mobilisation for Emergency Services

At times, emergency services are called upon to respond to challenging situations on an exceptional scale. Following a terrorist attack, hospitals in the area will have to efficiently process and manage hundreds of casualties. Wildfires can spread across hundreds of kilometres, requiring a full-scale response by fire services throughout the region. Locally, emergency services may need to be on standby during events like firework displays or air shows in case something goes wrong. These incidents require a quick, concerted response, and good communications are key.

Multitone's major incident response and management solution is just one of the critical communications solutions we provide to hospitals, fire and rescue services and other emergency services around the world. It offers an extremely efficient system for issuing workforce-wide alerts, drafting in extra personnel, alerting specific incident teams and monitoring responses. The system facilitates mass communication across multiple devices from a single easy-to-use interface, provides immediate proof-of-delivery and automatically registers responses by skill set from multiple devices (apps, SMS, email, two-way pagers etc) in real-time. This greatly simplifies mobilisation management so you can get the right people, with the right skills, where they need to be as quickly as possible.

One hospital we worked with previously required at least three operators to be on duty at all times to manually issue a wide-area paging call on two networks and by SMS, followed up with individual phone calls to staff members to confirm acknowledgement in the absence of read-receipts or automation. With Multitone's solution, the major incident response process can be performed by a single person in seconds with a few clicks - reducing costs, operational complexity and response times from hours to minutes.

Fix Things Faster with Effective Major Incident Communications

Many businesses and public bodies look after critical infrastructure, whether it's roads, railways, an airport, gas, electricity, water supplies or oil pipelines. A major natural or man-made disaster can cause damage to this infrastructure on a massive scale. In 2005, Hurricane Katrina caused an estimated \$161bn in damage in the United States. No country is immune to widespread damage or disruption from flooding, heavy snowfall, wind damage, oil spills, and so on. For those businesses or organisations responsible for keeping the roads clear or the lights on, there is a need to mobilise large numbers of key workers to sites across an extensive area.

With our major incident solution, you can activate and direct your workforce with a single click, whether they are already working, on-call or off-shift. With pre-selected users and teams, you can tailor your messaging by sector, job role or discipline, etc. With the major incident management dashboards, you can track who has and has not responded and manage the whole response as the situation unfolds. This way, you will know whether you need to repeat messages or increase the scope of your messaging.

Once the initial activation has occurred, other Multitone solutions, like our messaging app, can be used to facilitate good communications between colleagues and effective central management. Ultimately, an effective, rapid major incident response minimises costs, prevents reputational damage and restores critical systems and services quicker.

This is equally effective for alerting IT teams in the event of a cyber-attack or bringing in extra staff to handle an incident at a single large industrial complex like a power plant or oil refinery.



Key Features of the Multitone Major Incident Solution:

- Plays a central role in an effective EPRR strategy for hospitals.
- Provides real-time information with a variety of dashboards.
- Secure and GDPR compliant.
- Allows you to determine resource and personnel requirements.
- Send messages to recipients via multiple contact methods – App, SMS, email, two-way pager etc.
- Automatic message delivery and read receipts.
- Immediate notification of attendance by job function, discipline or skillset.
- Rapid messaging to non-respondents to maximise attendance.
- Reporting for process analysis and improvement.
- Fully integrates with other Multitone emergency service and business communications solutions, including our smartphone messaging app.
- Multitone i-Message controls the system and can operate solely on LAN for added security.
- Priority shift messaging, ensures messages are sent by fastest most accurate routing to alternative devices.
- Heart-beat and monitored responses for user accept/decline and status messaging.

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