INCIDENT**CONTROL**ROOM ®

ICR® Emergency Management System

Emergency management and information management are intrinsically linked. Never before has emergency management or information management been so critical.

Information is intelligence, and in order to make an informed decision, responders must have the best information possible available in real time.

w: **www.incidentcontrolroom.com**
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INCIDENTCONTROLROOM ®

incidentcontrolroom.com

ICR Emergency Management System aids the readiness, response & reporting of organisations in managing their incidents.

Readiness

Incidentcontrolroom.com® (ICR™) enhances the readiness of your organisations 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 and scalable feature set.
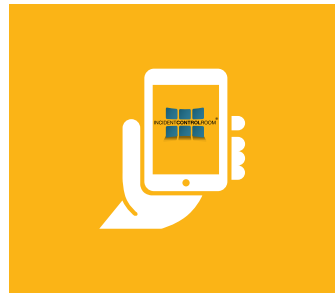
Response

Cloud based Information Management Whiteboards supported by ICRs user friendly mobile application. ICR™'s user friendly mobile application 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 consistent & effective manner. Quickly get up to speed with real time incident information logs available on your mobile, pc or laptop.

Reports

ICR™ automatically compiles a complete audit trail of 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.

Incident Management

ICR™ is a cloud based information management system supported by ICRs Mobile Application. It delivers a robust and reliable software platform for incident management and reporting. ICR is widely used across both Public and Private sectors to better prepare, respond and report on incidents on a global scale.

How ICR can help you

✔ ICR™ provides cloud based Information Management Whiteboards supported by mobile application.

✔ ICR™ Information Management Whiteboards connect teams online and quickly gets them up to speed with live incident data. This data is also available on their mobile, pc or laptop.

✔ ICR™'s user friendly mobile application ensures your team have everything they need, when they are called to respond to an incident or emergency.

✔ Action Cards™ ensure your team responds to each and every incident in a consistent & effective manner.

✔ ICR™ automatically generates a start to end Incident Report for you.

✔ The Incident Report is a date and time stamped audit trail of every action & decision made during an incident.

Your Challenges:

Communication and accessing information during a crisis.

Decision making support during an incident.

Managing incidents and handling crises across a organisation whilst minimising its effects.

Ensuring the safety and protection of the public, employees and facilities.

Building and maintaining business continuity plans whilst executing them efficiently.

Administration of plans.

Simulating meaningful training exercises.
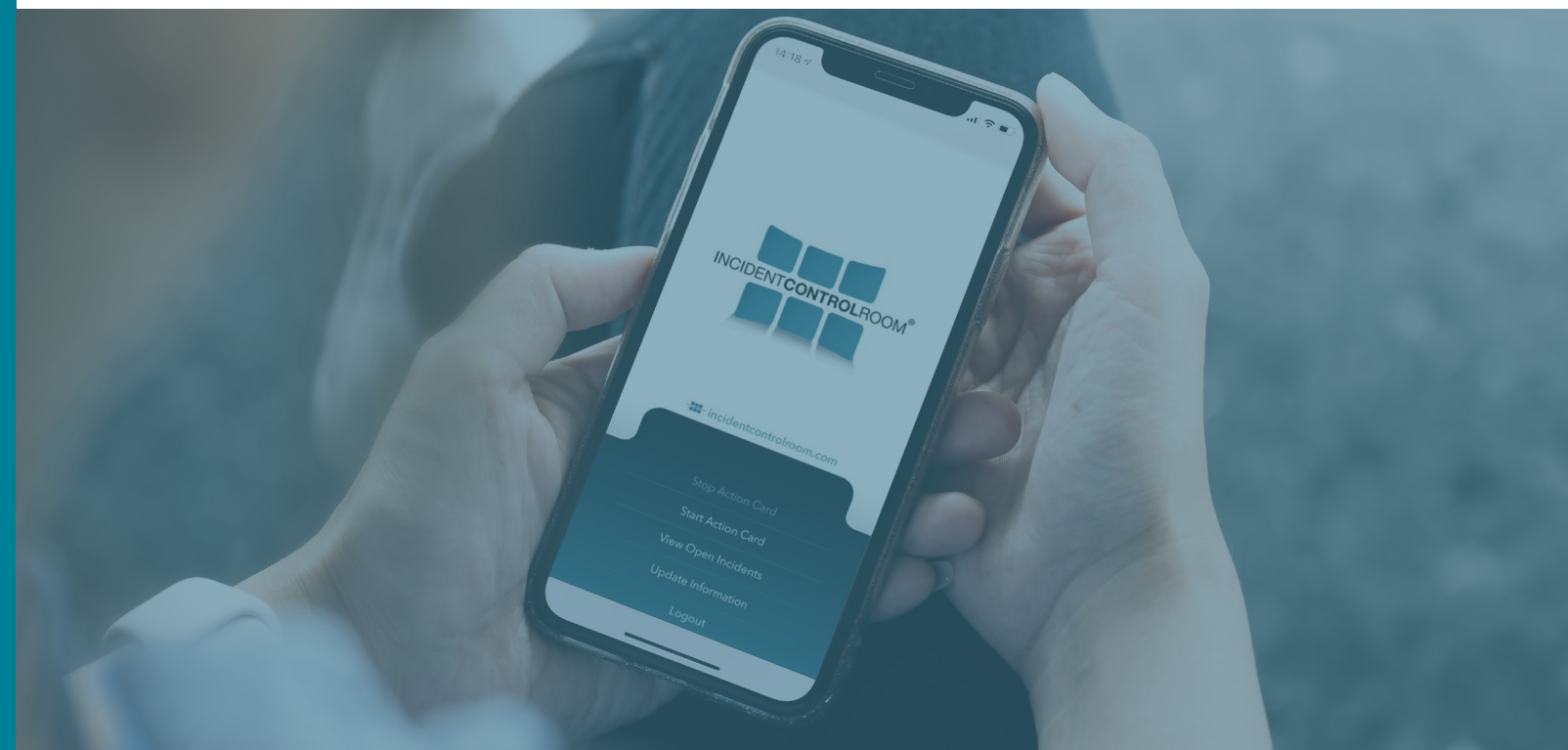
Readiness

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 and deploy incident management information across your organisation using our highly configurable and scalable feature set.

Features

- Instant access to Information Management Whiteboards and operational intelligence library;
- Model your organisational structure with folders and permissions in ICR;
- Software available in English, German, Spanish, French, Polish & Flemish;
- Create and manage users across your organisation;
- Manage contact directories for suppliers, contractors or 3rd parties;
- Manage libraries of documentation and deploy across the organisation;
- Customise incident types to your organisations needs;
- Create teams to respond to certain incidents;
- Design Action Cards™ to respond to incident types;
- Design checklists for day to day activities;
- Create predefined SMS and email notifications;
- Deploy to users across web browsers and iPhone®, iPad® and 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, plans, Action Cards™, Whiteboards, reports & metrics at the click of a button.

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

Centralise & Manage Your Entire System

From one location build, maintain and 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.
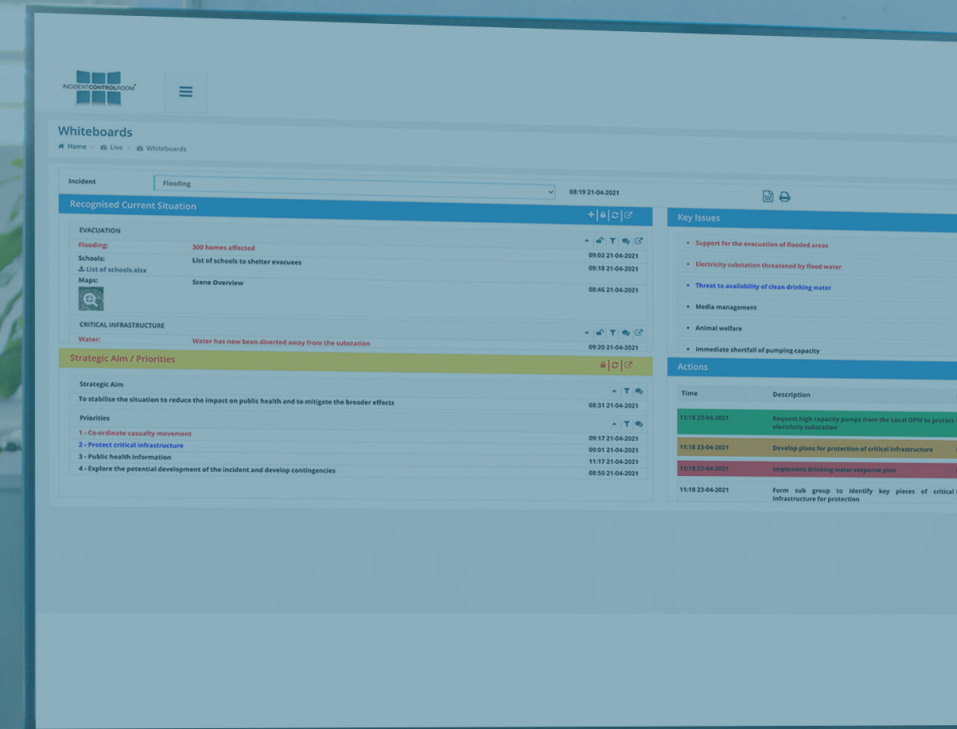
Highly Scalable Solution

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.

Operational Intelligence Libraries

Manage libraries of documentation and deploy across the organisation so that users have the correct documents to hand at all times.

Benefits

Response - Information Management Whiteboards

ICR information management system provides the decision-makers with relevant, timely, verified, and appropriate information enabling them to have a holistic overview of the emergency, thus facilitating the decision-making process.

ICR ensures that the rationale behind decisions is documented accurately, allowing a decision-maker to stand over any decision based upon the information available at the time.

RECOGNISED CURRENT SITUATION

Describe the present situation clearly and succinctly as a basis for coordination and decision making. Include a list of key events that informs understanding and interpretation of the recognised current situation.

KEY ISSUES

List the important issues arising and against which the overall response needs to be constantly assessed.

STRATEGIC AIMS & PRIORITIES

State the overall aim (strategic direction) and the priority items that must be actioned in order to meet this aim.

ACTIONS

List the actions that have been decided in order to bring the situation under control.

Features

- ⚠ View and manage multiple incidents;
- ☰ Assign specific staff members to enter information on Whiteboards;
- 📅 Presents date and time stamped logs for all activity in real time;
- ✔ Grant or restrict access to Whiteboards based on permissions;
- 📖 Create permission based Whiteboards and provide access to relevant persons;
- ✔ Assign, track and mark Actions as completed and close out for reporting and audit purposes;
- ⊘ Mark parent tasks as complete and close out for reporting purposes;
- 👥 Collaborate in real time with your teams on mobile, laptop, PC or Smart TV;

Response - Mobile Application

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

Features

🔒 Password protected login;

💬 Multi-lingual interface (supports English, German, Spanish, French, Polish & Flemish);

▦ View and interact with the Whiteboards on the mobile application in real time depending on permissions;

▤ Use Action Cards™ to manage incidents & capture key information;

🕐 Date and 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 Whiteboards;

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 organisations work instructions and procedures by ensuring that each action within the card is date and time stamped to a incident log for real time and post incident reporting purposes.

Highly Configurable

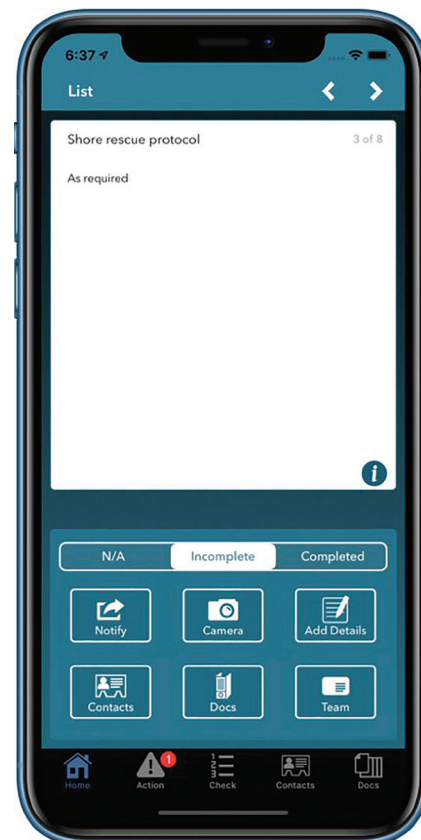ICR™ can be easily configured to manage all types of incidents in every type of organisation. The power of ICR™ ensures your team's compliance with your organisation's Plans, Processes and Workflows.

Easy to Follow Action Cards™ on Mobile

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

With You Always

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

Reports - Archive

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

Features

- Automatically generate & archive reports;
- Captures and retains all documents, images, links and updates added during the incident.
- Generate metrics automatically;
- Filter and present data by organisational structure;

Benefits

Automatic Report Generation

Save hours, days and even months compiling reports and audit trails using ICR™'s reports feature, leaving you the headspace to deal with the next incident.

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.

Days Since Last Incident

*example metric

5

Days

Incident Types

*example metric

| 20% | 25% | 30% | 25% |
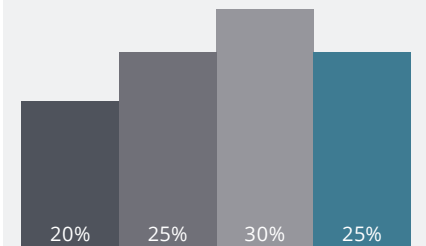
Day v Night Time Incidents

*example metric

50%

Day   Night

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.

Incidents by Month

*example metric

J F M A M J J A S O N D
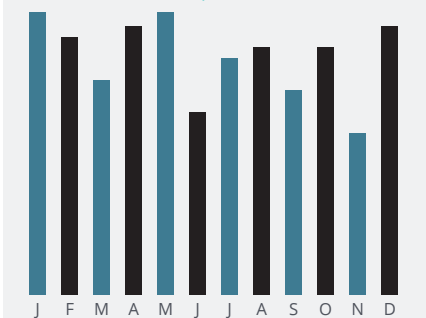
Available Instantly On ICR™

Incidents by Business Unit YTD

*example metric

25

Incidents

Training Archive

Training exercises 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 when it arises.

Data Security -
Ensuring your data is safe

Security, Protection and the Integrity of customer's data is our highest concern. In doing so we have partnered with Microsoft® to safely store and manage your organisation's data.

In-depth

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

🔒 Encryption - At rest / in transit ensuring that your data is secured and can be safely accessed if required.

🔒 Security testing and auditing - Third-party security specialists have tested ICR and as a result improved our security protocols and controls.

🔒 Data privacy - We take the privacy of users and organizations very seriously and therefore comply with all data protection laws in the E.U.

🔒 Mobile Application - Each user is required to have a user name and password to access data on the Application which "times out" after 8 hours requiring the user to log in once again. All data stored in CoreData or on the FileSystem is protected by the iOS and Android encryption system.

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

🔒 Communication - All communications with the Incidentcontrolroom.com™ during an incident is performed over HTTPS, thus safeguarding your organisations communications.

Quick Facts

🌐 ISO 27001 Certification;

⊞ Each Worldwide Microsoft® Data Centre are ISO 27001 certified;

🏛 Encryption at Rest: We encrypt your data using AES-256 bit encryption, the same standard used by banks to secure customer data Encryption in Transit;

↱ We utilise Secure Socket Layer (SSL) for data transfer, which establishes a secure tunnel protected by AES-256 bit encryption;

⊹ User Management;

👤+ Add and remove users as your teams changes;

Your Security is our Concern

Mobile Security
- High Level Security of Software "Sandboxing" of Data
- Secure Storage of Data Locally on Device
- Username & Password Timeouts
- Sophisticated Permission Levels
- User Management Features

Enterprise Security
- ISO 27001 Hosting Environment
- 256 AES Encryption at Rest / Transit
- Data Security Protocols
- Local Data Centers Available
- Sophisticated Permission Levels
- User Management Features

Software Availability
- Worldclass Data Hosting Partner - Microsoft®
- 99.99% of Uptime and Availability

DATA PROTECTION

COMPUTER

CYBER SECURITY

NETWORK SECURITY

DEVICES

What our customers say

"ICR™ enables our Incident Response Teams to follow best practice through a centralised mobile App. There is a clear escalation process during a crisis, with relevant contacts and emergency response team information. We now have a standardised process that everyone works towards giving us a consistent approach. It has also improved our reporting post incident."

Les Allen, Director of Safety & Security Services,
Heriot Watt University

"Kildare County Fire Service would recommend ICR™ as an effective tool to manage and report on incidents. It supports the Incident Command System which we see as the backbone of our on scene safety system. Since using ICR™ we have been able to increase access to information at the scene of incidents, as well as improving our reporting procedures, in real-time and post-incident."

Celina Barrett, Chief Fire Officer,
Kildare Country Fire Service

"ICR™ delivers peace of mind that should an incident occur we have the right information in the hands of the right people, at the right time, for minimum impact and maximum resolution. Its mobile nature gives us the flexibility we need to ensure incidents are handled in the best possible way, whilst its data capture function ensures nothing is missed."

Matt Adams, Project Manager, Nationwide Platforms,
Lavendon Group PLC

LICENCING MODEL

ICR Emergency Information Management System aids the readiness, response and reporting of organisations in managing their incidents.

SOFTWARE AS A SERVICE
Annual licensing agreement between you and incidentcontrolroom.com®

PER USER PER ANNUM
Scale up or scale down depending on your organisation's needs. Licensing 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
Dedicated customer service ticketing system.

FREE UPGRADES
Get free general release upgrades to both web & mobile Application throughout your licensing agreement.

NO HIDDEN FEES
Includes cloud storage costs, security, mobile apps etc.

NO ADDITIONAL HARDWARE
ICR can be used on your existing desktop, laptop or mobile devices.

IT'S YOUR DATA
If you decide to move on, all data will be returned to client and all records deleted from our servers.

FUTURE PROOFED
We're continuosly investing in our products to keep pace with the latest technologies.

Licensing model accurate as of June 2021. Subject to change, please contact us for more information.

INCIDENT**CONTROL**ROOM®

Contact Us
to discuss your
incident management
requirements

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