



send word now®  
EVERY MESSAGE COUNTS™

## INCIDENT MANAGEMENT SERVICE

Why waste time and money managing multiple, disparate systems during critical events? Send Word Now® is the only provider that offers fully integrated and proprietary alerting, incident management, and, soon, business continuity planning tools using a Software-as-a-Service (SaaS) model.

With its Incident Management Service (IMS), Send Word Now has responded to the market's need for a fully integrated, simple, cost-effective, and comprehensive tool for responding to time-sensitive events as they unfold. The central IMS console allows for easy managing and sharing of multiple events, incidents, and tasks, including all related documents and information, so that no time is wasted during time-sensitive situations.

Send Word Now's IMS platform is fully integrated with its Emergency Notification Service (ENS) and forms part of a powerful and easy-to-use suite of emergency management and business continuity tools that can be utilized by all types organizations. Administrators can collaborate with other managers and give them customized access permissions so they can view all incident information and files, post comments, assign tasks, upload their own files to share, or send out messages.

- **LEVERAGE** the power of a fully integrated cloud environment with a proprietary suite of IMS, ENS and BCP tools, all with one set of login credentials.
- **MANAGE** complex events from a central incident management dashboard.
- **COMMUNICATE** in real time with individuals in the field quickly and easily from within the dashboard anywhere, anytime, across any type of device.
- **SHARE** incident information among multiple people and groups by posting comments and uploading files to a knowledge database, a central repository for all incident information.
- **EXPORT** incident reports and all relevant information in standard, easy-to-read report formats for post-incident auditing and follow-up.

# BENEFITS

## Completely Customizable

Organizations can customize IMS to match their internal practices. Create events with nested incidents and tasks assigned to specific people, along with priority labels, location labels, and custom tags for quickly sorting and reviewing information.

## Real-Time, Two-Way Communication

Send messages out via some or all modalities (SMS text message, voice, email, BlackBerry® PIN, etc.) and receive responses back in real-time to create a completely up-to-date picture of ongoing events.

## Collaboration

Time is wasted when emergency managers must manually update and coordinate their team using traditional methods. With Send Word Now, administrators may give access to an unlimited number of other managers, with customizable permission settings, so they can access the IMS dashboard and all related files and information.

# FEATURES

## Application for BlackBerry smartphones

Send Word Now's proprietary application for BlackBerry smartphones provides the key capabilities of the web-based IMS offering directly on the device. Post comments on events and incidents, update task statuses, collaborate with team members and upload files such as photographs, videos, or maps, all directly from a BlackBerry smartphone.

## Knowledge Management Library

The Knowledge Management Library is a central repository within the IMS dashboard where managers can upload any files and information they want to share, using tags and labels to associate files with specific events, incidents, or tasks, and make information easily searchable.

## Prioritization

When managing large incidents, prioritization is key. IMS provides the ability to prioritize events and to set locations and tags so that all information surrounding events is easily readable.



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