

SEND WORD NOW[®] INCIDENT MANAGEMENT SERVICE



Collaborate, React, and Respond.

During a crisis, communication based on a common operating picture is critical. The ability to execute a coordinated response in real-time can have a profound impact on ensuring the safety of human lives and physical assets.

Send Word Now's Incident Management Service (SWN IMS) is a centralized incident management dashboard that seamlessly integrates Send Word Now notification services, ensuring interoperability and enabling users to better prepare and respond to any event or emergency situation.

Real-time Coordination

Send Word Now has designed its emergency notification and incident management service with a focus on simplicity and ease-of-use. Through one cohesive interface, incident logs can be created and resources notified, deployed and tracked. The solution also has useful tools to aid in the development of after-action reports.

The SWN Incident Management Service has been built from the ground up to support a common

operating picture as well as real-time collaboration to successfully respond to critical scenarios. These features also support National Incident Management System (NIMS) compliance, and National Security Presidential Directive 51 and Homeland Security Presidential Directive 50 which mandate continuity of government operations.

Key Benefits of the SWN Incident Management Service:

- Save lives and protect assets through rapid, multimodal notification and deployment of critical response teams
- Ensure that critical communication reaches the intended recipients through contact management and escalation
- Track an incident as it unfolds, through a single dashboard view of a situation that creates a common operating picture
- Evaluate situational responses with after-action reports to enhance future responses
- Easily comply with regulations for reporting and tracking an event through incident logging and tracking features

Key Features: Send Word Now Incident Management Service:

INTEGRATED BROADCAST NOTIFICATION

Seamless integration with the Send Word Now multimodal notification platform enables incident command teams to receive detailed voice and text notifications. Automatic alerts regarding new crisis situations, newly assigned tasks and resource requests can be delivered via text or voice to any device.

INCIDENT LOGGING & TRACKING

Logging capabilities in the SWN Incident Management System support the tracking of actions during critical incidents. Incidents can also be organized in the context of events, and provide historic context for an ongoing situation.

MAPPING & GEO-SPATIAL DATA SUPPORT

View maps and geo-spatial data of an affected location within the context of an event and incident.

TASK ASSIGNMENT

Assign tasks to users, setting due dates and times along with detailed instructions. Automatic notifications can also be set up to inform relevant parties when tasks are created and completed, providing instant status updates.

SITUATION DASHBOARD

Color-coded events support tracking and status updates for a situation. Red signifies that a situation is declining, yellow indicates a situation that is not progressing, and green signifies that a situation is improving.

STAFFING & RESOURCE ALLOCATION

Dynamically define your organization's chain of command around an incident via a common contact database, and delegate response teams. The SWN Incident Management System supports National Incident Management System (NIMS) and Incident Command System (ICS) features.

About Send Word Now

Send Word Now is the leading provider of on-demand alerting and response services driving effective communication during time sensitive situations. The easy-to-use, Web-based services are used by corporations, government agencies, and educational institutions to ensure fast, effective, two-way communication in real-time, ensuring continuity during time sensitive events - anywhere, anytime, regardless of location, device or connection. The company is headquartered in New York City. More information about Send Word Now emergency notification can be found at www.sendwordnow.com, or e-mail sales@sendwordnow.com.

Send Word Now - the power to communicate, respond and react.

