

## The Situation Center™

### Incident Management Simplified

A secure virtual command center that brings together your people, plans, tasks, communications and resources—no matter where they are located.

MissionMode's web-based (SaaS) incident management and notification system minimizes the impact of any type of routine or emergency incident. It simplifies the process of responding to an incident, and reduces the time and cost of returning to normal business activity.

The Situation Center gives you the tools to respond to and recover from any business disruption. This secure virtual command center brings together your people, plans, tasks, communications and resources—no matter where your team is located.

Authorized personnel can enter and contribute updates, monitor tasks, track people's status, access important documents, view on-location photos, send alerts, conduct secure chats, and more.

Templates can be created for any situation that requires a consistent response. When an incident occurs, select the template for that type of scenario and teams will immediately be equipped with the right plans, documents, task checklists, and people to notify.

The Situation Center is seamlessly integrated with the Notification Center. This ensures that when an alert is sent, the right information will go to the right people and devices. The system is smart enough to adapt to constantly-changing situations, but it's so easy to use that an alert can be sent in as little as ten seconds. A real-time dashboard shows who received each message and their status, such as "on-site in 30 minutes."

A time-stamped audit record is kept of all activities and communications—invaluable for legal and compliance records, as well as post-event analysis.

MissionMode's resilient infrastructure has been battle-tested during everyday operational use and widespread disasters such as the Japan earthquakes and tsunami. Alerts can be sent to thousands of recipients through any number of communications devices.

Clients range from global enterprises to single-site operations in all types of industries. We provide industry-leading customer service that is dedicated to your success. As the Director of Corporate Crisis Management at a global logistics corporation remarked, "You treat us as if we're your only customer."

Easy to implement, use and administer. No software to install and no extra hardware needed.

*"MissionMode radically reduces the time it takes to get an overview of an incident and take appropriate action to minimize its impact."*

Group Business Risk Manager, TBI

Benefits include reductions in:

- Speed and cost of response
- Time to recovery
- Impact of incidents
- Legal and regulatory exposure
- Risk to reputation

Provides an accurate common operating picture for making informed decisions.

## How It Works

When an incident occurs, an authorized user creates a virtual command center called a Situation Room. Sub-rooms can be created to deal with specific problems, such as managing press relations.

Information on this secure website can be accessed by any Internet-capable device, including mobile phones, smartphones, and BlackBerrys.

Everyone with access permission can view and contribute relevant information and report progress at any time. The whole team quickly works towards a successful resolution of the disruption. The dashboard shows the current status of the incident and all communications, giving decision-makers accurate, up-to-the-minute information.

*The Situation Center can be integrated with applications such as HR databases, BCP systems, physical security systems, IT help desks, ERM systems, and more.*

## During an Event

Users interact by posting messages, links, documents, pictures, video, sound, or any type of file. Team and individual tasks are monitored. Response progress is recorded. Secure chat is used for real-time communication. Messages are sent to teams through any communications device.

*The Situation Center provides an accurate common operating picture for making informed decisions and ensuring that no details are overlooked.*

## After the Event

The Situation Center provides an audit history of messages, user activity, file revisions, alerts and acknowledgements, and the entire response. Teams can evaluate the response and improve procedures for the future. The audit log is also a clear, unambiguous record that helps your organization comply with legal and regulatory requirements.

The screenshot shows a web browser window at <https://secure.missionmode.com>. The page title is "situation center | andrew reader" and the user is logged in. The interface is divided into several sections:

- Contact Status:** A list of team members with their roles and status (e.g., "Baine, Jeremy" - Head of Customer Service, "Porter, Judy" - Unacknowledged).
- Task Status:** A list of tasks with progress indicators (e.g., "Evacuation" - Complete, "Complete Initial PR Draft" - In Progress).
- Resource Library:** A tree view of files and folders (e.g., "BC Documents", "CapEx Template", "Media Briefing Presentation").
- Situation Log:** A central area showing a "Situation Report" by Judy Porter, "Customer Messages" from Ted Chuff, and "Approved Press Release" by Ted Chuff. It also includes "Pictures and Video from Scene" with three thumbnail images.

Callout boxes provide additional context:

- "A secure virtual command center for coordinating the response." (points to the browser address bar)
- "Monitor the progression of an alert and the status of recipients" (points to the Contact Status section)
- "Track team and individual tasks" (points to the Task Status section)
- "The correct versions of plans, procedures, maps, and any type of file" (points to the Resource Library)
- "Comprehensive messaging for sharing information and coming to informed decisions" (points to the Situation Log)
- "Submit on-location photos, video and documents" (points to the Pictures and Video from Scene section)

Contact us to learn more or schedule a demonstration

[info@missionmode.com](mailto:info@missionmode.com)

[www.missionmode.com](http://www.missionmode.com)

877.833.7763 (toll-free) | +1 312.445.8811

International: +44 1494 837198

20 W Kinzie St., Suite 1220, Chicago, IL 60654 USA

High Tor, Lee Common, Great Missenden HP16 9LA, UK