



The Situation Center: a Virtual Command Center for Crisis Teams

As the world changes, the demands of emergency response teams have changed. The image that comes to mind when coordinating a team to respond to a crisis is a room filled with tables and chairs, projectors and empty coffee cups.

Most crises can be solved in the time it takes to get an operations center set up, if effective communication and collaboration tools are in place.

The Situation Center™ ensures that your entire team has up-to-the-minute information on everything everyone else knows, without the hindrance of location or device. Alerts with critical information can be sent in seconds to everyone in the field via any type of communication device.

Recipients can immediately acknowledge receipt using pre-set automated options, or with a customized voice message. A teleconference can also be initiated on the fly to facilitate real-time communication.

Brains Over Coffee Cups

Getting the response team together often takes a considerable amount of time, and depending on availability, you may not get your 'A' team. It is far more important to have the best people involved than the most convenient ones.

The Situation Center creates a virtual command center that can be accessed by any authorized personnel from any location. It can be automatically – pre-populated with the documents, files and task assignments from pre-defined response plans for that type of event. Team members can add information to the message log as it becomes available, including documents, spreadsheets and multimedia files.

Your employees, customers and partners count on you to protect them, not waste time filling out reports and duplicating efforts to keep every member of your team informed. Emergency operations centers are about brains, experience and resources – not a room. What you really need is the right people to resolve a situation no matter where they are.

Take Your Operations Center with You

It is very rare that the problem requiring resolution is actually happening in that room. Someone, if not everyone, needs to be in the field solving the problem. However, you also don't want be in the field unarmed. Everyone on a response team needs access to the information in the operations center, even when they can't be in the building.

With the Situation Center, it doesn't matter where team members are located; they can quickly and easily access the system over the Internet, even on mobile phones and devices.

MissionMode enables you to bring your entire operations center "into the field" with remote access to the virtual command center. Field personnel can take pictures or video in the field and send them directly into the Situation Center, where they are only viewable by designated personnel.

See the Forest AND the Trees

Communication is only one piece of the puzzle. There are myriad other systems you use to prevent, monitor and respond to any given situation. The Situation Center can be easily integrated with other applications such HR or Business Continuity systems to create a complete crisis management solution.

Communicate: Turn Plans into Action

- Streamlined, flexible and easy-to-use.
- Plans and documents can be stored in templates ready for action or review.
- Powerful team collaboration.
- Quick to deploy and operates anytime, anywhere.
- Multi-modal alerts to all voice and text devices.
- Privacy controls ensure confidential information is secure and shared information is accessible.
- Automatic audit log: time stamped record of all activities for legal and compliance documentation, and for post-response analysis.
- Hosted solution for low cost of entry and total cost of ownership.

The Situation Center

Virtual command center available anywhere, anytime via Web and mobile devices.

The screenshot displays the MissionMode Situation Center interface. On the left, there is a sidebar with sections for 'Contact Status' (listing team members like Balne, Jeremy and Bouchon, Xavier), 'Task Status' (showing progress bars for tasks like 'Evacuation'), and 'Resource Library' (listing documents and templates). The main content area is titled 'Situation Log' and contains a 'Situation Report' by Judy Porter, 'Customer Messages' from Ted Chuff, and 'Pictures and Video from Scene' with three image thumbnails. Callout boxes point to various features: 'Integrated emergency notification' (top left), 'Team status at a glance' (middle left), 'Monitor team and individual tasks' (bottom left), 'Create individual command sub-rooms for different groups' (top center), 'Central message log' (middle center), 'Attach any type of file to a log entry' (bottom center), 'Secure chat' (top right), 'Get on-the-scene updates, photos and video' (middle right), 'The correct versions of plans, documents, maps, pictures—any type of file' (bottom center), and 'Time-stamped audit log of all activities' (bottom right).

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