

Be Prepared with MissionMode

Increasing power consumption, increasing costs of service restoration in a disaster, and lower public tolerance for outages are just a few of the concerns facing utility companies. The need for an immediate mobilized response and coordination with host utilities is more important than ever to minimize expenditures.

Relying on independent methods to keep everyone abreast of operational status is no longer a viable option. Utilities need a powerful collaborative communication tool to through resolution and after-action to solve these problems.

The Situation Center™ is an intuitive notification and crisis communication system that helps utility companies mobilize a response and coordinate response activities.

MissionMode customers are reducing the time and cost of recovery, increasing customer and stakeholder satisfaction, minimizing reputation risk, increasing safety, and increasing efficiency.

The Situation Center can be integrated with other applications such as HR systems to create a complete crisis management solution.

Utility Operations Essentials

- Business continuity and security: Protect your people, reputation, property and assets.
- Enhance peak capacity solutions: Curtailment notification.
- Avoid costly outages: Satisfy PSC compliance requirements.
- Staff and resource expediting: Improve responsiveness, save time and money.
- Unobtrusive preparedness exercises: Easily test plans without disrupting everyday work .

Turn Plans into Action

- Uncomplicated, 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: land-line, mobile phone, smartphone, Blackberry, SMS text, email, pagers and fax
- Privacy controls ensure confidential information is secure and shared information is accessible.
- Automatic audit log: time stamped record of communications and activities for regulatory compliance and legal documentation.
- Hosted solution for low cost of entry and low total cost of ownership.



Send alerts to communications devices, monitor acknowledgements, share critical information, and collaborate with team members.

The Situation Center Interface

Demonstration - Emergency Operations Center

1 situation center | andrew reader

Hurricane

You have 6 new alerts.

2

Contact Status

Create Alert : Reports : Summary

Baugh, Sammy Unacknowledged

Black, Jack On-Site

Blanda, George 30 Minutes

Dunn, Gabe On-Site

Edson, Robert No Devices

Faber, Jim On-Site

Fischer, Jeff On-Site

3

Task Status

Create Checklist : Create Task

Facility Closure SOP

Team Leader Checklist

4

Resource Library

Manage Resources

Expand All - Collapse All

ATOD IAP

Assignment of Responsibility

IAP

IMT User Guide

Incident Form

New Member External Mass User Import

Repost from: Earl Kampbell (HR Rep. (LON)) in Situation: Protests/Riots

Everyone, the staff member has been found safe and well. He was actually working from home and did not respond to the alert because he was in a virtual meeting with a supplier and had all his devices shut off (also he did not report to staff RVP). Will deal with this post event but please get this to press as appropriate.

Repost from: Jack Black (Security Rep. (LON)) in Situation: Tactical Response Violence, rioting, fires, complete gridlock within 3 blocks Southeast of HQ.

5

Staff Unaccounted for

Grant - *MissionMode* Schlosser (MissionMode Client Services)

Aug 31, 2010 01:28:11 PM CDT Last edited: Aug 25, 2010 09:19:30 AM CDT

Repost from: Earl Kampbell (HR Rep. (LON)) in Situation: Protests/Riots

We have one staff member unaccounted for. We are contacting relatives and friends to track them down. Be aware of any impact on this.

Corporate Communications

Grant - *MissionMode* Schlosser (MissionMode Client Services)

Aug 31, 2010 01:27:49 PM CDT

Repost from: Grant Schlosser in Situation: Hurricane Danny - Plant C

Repost from: Trevor Kolin (Media Rep. (LON)) in Situation: Protests/Riots

Team, the Corporate Communication response is organized and working in a Sub-Situation.

Plant B - Employee Evacuation

Grant - *MissionMode* Schlosser (MissionMode Client Services)

Aug 31, 2010 01:27:13 PM CDT Last edited: Aug 25, 2010 09:12:58 AM CDT

Repost from: Gabe Dunn (Crisis Management Team Lead (LON)) in Situation: Protests/Riots

Employees are now being notified to evacuate/leave work and remain at a safe location until further notice. They are instructed to initiate alternate/remote working capabilities, report to their supervisor, and follow the plan.

Monitoring Intelligence Feeds and Media

Grant - *MissionMode* Schlosser (MissionMode Client Services)

1. **The Situation Center** – a virtual command center available anywhere, anytime via Web and mobile devices.
2. **Contact Status** – monitor alert progression and the status of users.
3. **Tasks and Checklists** – ensure that essential tasks are being completed.
4. **Resource Library** – the correct versions of plans, procedures, and any other type of file or link.
5. **Situation Log** – comprehensive messaging allows users to share information and come to informed decisions.

MissionMode Solutions, Inc.

20 W Kinzie St., Suite 1420, Chicago, IL 60654 USA
North America 877.833.7763 | International +44 203 021 1036
www.missionmode.com | info@missionmode.com