Appiture

NOTIFICATION
INCIDENT MANAGEMENT
BUSINESS CONTINUITY

ORGANISATIONS ACROSS AUSTRALIA AND NEW ZEALAND COME TO CRITCHLOW FOR WORLD CLASS NOTIFICATION, INCIDENT MANAGEMENT AND BUSINESS CONTINUITY SOLUTIONS.

NOTIFICATION
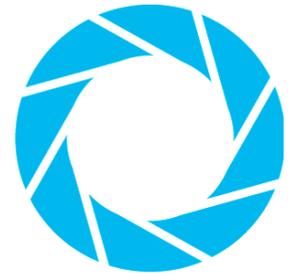
NOTIFY WITH AUTOMATED, CONTEXTUAL COMMUNICATIONS

INCIDENT MANAGEMENT

RESPOND AND MANAGE INCIDENTS WITH A COMMON OPERATING PICTURE

BUSINESS CONTINUITY

FIND VULNERABILITIES THAT MATTER AND GUIDE THE NEXT BEST ACTION

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**NOTIFICATION
INCIDENT MANAGEMENT
BUSINESS CONTINUITY**

Incidents change quickly. When lives, resources, assets and reputations are at risk your ability to quickly change focus can be the difference between success and failure.

Minor incidents with little organisational or personal risk can quickly change to situations where lives, assets and reputations are at risk. Your ability to respond to these changes and provide the right level of focus to executives, managers and incident responders can be the difference between success and failure.

The key to ensuring success at every stage of your prevention, preparedness, response and recovery (PPRR) efforts is the real-time sharing and integration of critical operational and human resource information between your notification, incident management and business continuity management systems. This sharing of information promotes trust - users know that the information they are making decisions on is based on a single source of truth. When decision makers have the information they need in the format they need it in, they can focus on what's important - a successful outcome.

Appiture° from Critchlow brings together best-in-class Notification, Incident Management and Business Continuity solutions. Whispir, WebEOC and AssuranceCM provide a global solution for every stage of your PPRR efforts.

- **Globally standardised incident assessment procedures** tailored to your organisation
- **Automated escalation of communication**
- providing triggers for Incident Assessment Team conference calls, regardless of the location of team members
- **Data integration with other systems** like HR, asset management and CRM. Appiture° automates updates from your core systems of record so that critical data such as key personnel and their contact details are always up to date and available
- **A single source of truth** for all team members, regardless of their location.

NOTIFICATION

DURING AN EVENT YOUR CUSTOMERS, STAFF, AND STAKEHOLDERS NEED TO BE FULLY INFORMED, IN REAL TIME.

Whispir delivers a resilient communications platform for both emergency and everyday situations, removing the reliance on internal email systems and manual call trees.

The fully hosted and managed platform ensures an uninterrupted supply of information and communication between stakeholders. With advanced multichannel communication options, organisations are no longer reliant on any single communication channel or key person for information delivery.

Using tailored message templates and pre-defined distribution lists, targeted messages can be sent simultaneously via SMS and email and may be used to pass information to and from system operators, then through to customers, staff, stakeholders, government agencies, and emergency services.

Whispir underpins your organisation's emergency communications, providing a platform for communicating directly with all relevant stakeholders. The Whispir network delivers an ultra-resilient connection to ensure messages can be rapidly delivered to quickly resolve any issues and minimise potential risk.

- Automate call trees and teleconferences, without the need to remember phone, account or PIN numbers
- Ensure person-to-person and device-to-device escalation across multiple channels to ensure a response
- Manage the event in real time, including full analytics, executive dashboards and reporting
- Communicate even when internal systems are down, via mobile apps, tablet or web interface
- Use a full audit trail for compliance, planning and future risk mitigation.

INCIDENT MANAGEMENT

WHEN INCIDENT MANAGERS RESPOND TO AN EVENT, BEING ABLE TO SEE THE FULL PICTURE AT A GLANCE MEANS THEY CAN COORDINATE EFFECTIVELY AND MAKE THE RIGHT DECISIONS, FAST.

They are able to get a strategic view of the situation, communicate easily via the web, and get up-to-the-minute visuals of who is affected, where, and what resources are available. Better, faster decision-making from officials and managers enables emergency services personnel and incident responders to minimise risk and do their jobs more effectively.

Whether it's a national disaster, a health crisis, a security threat, or a manufacturing incident, real-time information and efficient communication is critical to an effective response. Our web-based incident management solutions are used by emergency and incident managers around the world to get an accurate, strategic view of what is happening, where and to whom, and enable all parties to collaborate through a simple, secure interface so they can make the right decisions, fast.

Critchlow's Appiture° incident management solutions enable planners and managers from local and central government, critical infrastructure providers, emergency services, security specialists, and manufacturers to:

- Gather and filter all the information they need to make strategic and operational decisions under pressure, and prioritise and assign tasks
- Coordinate and manage real-time emergency or event response and communications across emergency services, law enforcement, health providers, and other agencies
- Rapidly provide managers, operations staff, public officials and the media the key data they need to do their jobs effectively
- Use visual dashboards and dynamic real-time mapping to track the status of people, places, supplies, transport, and other resources in context with changing risks and hazards.

BUSINESS CONTINUITY

COMPLIANCE DOESN'T EQUAL CONFIDENCE. IN FACT 75% OF BUSINESS CONTINUITY MANAGERS ADMIT THAT THEY HAVE NEVER USED A PLAN "AS-IS". EXECUTIVES ARE DEMANDING PROOF THAT THEY ARE TRULY RESILIENT.

Meeting compliance requirements is critical to your ongoing operations and necessary for your auditors and the board. If you're responsible for business continuity, then you know all of the hard work and complexity of a BC plan — business processes, teams and roles, locations, assets, applications and, of course, the interdependencies across all of them. But a static yet "compliant" plan doesn't evolve, and your business today is always changing. Will your plan really be effective when needed?

Most business continuity solutions were designed to meet a set of requirements that are very different to what you're facing now. Those solutions can be unresponsive to the data feeds and minute dynamics of a real-world incident. They're difficult to use and lack visualisation tools that bring plans to life. So it isn't surprising that many organisations continue to face significant vulnerabilities.

AssuranceCM by Sungard Availability Services

AssuranceCM by SungardAS ushers in the new era of confidence in business continuity, extending beyond compliance to deliver what matters most for you: better outcomes and increased confidence.

AssuranceCM is about driving **engagement** so everyone can find the risks that matter, guide the next best action, and take what is learnt back into the planning cycle and share it across the company.

It is about real-time **awareness** of IT and people that triggers proactive actions to mitigate risk.

Finally, it's about insight and proving **effectiveness** that
recovery will work when needed. This is how confidence is created and better outcomes are delivered.

OUR EXPERTS APPLY THEIR **WEALTH OF KNOWLEDGE AND EXPERIENCE** TO HELP YOU IMPROVE BUSINESS EFFICIENCY, PRODUCTIVITY AND SUSTAINABILITY. WE TAKE YOU FROM START TO FINISH, PROVIDING A COMPREHENSIVE SUITE OF SUPPORT AND TRAINING OPTIONS **TO ENSURE YOU WILL ALWAYS GET THE HIGHEST BUSINESS BENEFITS FROM YOUR INVESTMENTS.**

As the leading Notification, Incident Management and Business Continuity solution provider in Australasia, Critchlow is able to offer you an unmatched team of experienced and dedicated people who are committed to creating solutions that are flexible and simple to use, yet deliver compelling strategic and operational results.

Our consulting team works closely with you and your ICT providers to design and implement integrated and effective solutions. They have skills covering all the major application development and web languages and database technologies, complemented by a breadth and depth of specialist incident management and business knowledge.

We work with best practice project management and quality assurance methodologies, and are ISO9001:2008 accredited.

CRITCHLOW PROVIDES A CAREFULLY CHOSEN SELECTION OF MARKET-LEADING SOFTWARE PRODUCTS AND TOOLS TO ENABLE OUR CUSTOMERS TO SEE, SHARE AND UNDERSTAND INFORMATION THAT IS CRITICAL TO THEIR SUCCESS.

We are committed to supplying and supporting products and toolsets that are easy to use and maintain. Our solutions are a practical option for any business in any industry, even if you have no in-house expertise.

We have strategic partnerships with a range of world-leading data, technology and solution providers to ensure our clients have access to ground-breaking new technologies and best-of-breed data and solutions.

Our products are all built on industry standards, so they can be integrated into your existing ICT infrastructure and leverage your existing investments in software, data and people skills.

We are the exclusive Australian and New Zealand distributor of WebEOC, the world's leading incident management solution. Our exclusive partnership with Juvare is strengthened by our partnerships with SungardAS and Whispir, providing an unmatched solution suite for Notification, Incident Management and Business Continuity.

WE WORK ACROSS NEW ZEALAND, AUSTRALIA AND THE PACIFIC, ENABLING GOVERNMENT AND PRIVATE SECTOR ORGANISATIONS TO GAIN VALUABLE OPERATIONAL IMPROVEMENTS FROM THEIR INVESTMENTS IN NOTIFICATION, INCIDENT MANAGEMENT AND BUSINESS CONTINUITY SOLUTIONS.

Ready to talk about how we can help you see, share and understand with Appiture°?

CRITCHLOW ✕