



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. The first task is getting that room set up. Most crises can be solved in the time it takes to get an operations center set up if effective communication tools are in place.

MissionMode ensures 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 to everyone in the field via phone, fax, pager, SMS and myriad other devices. 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 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.

MissionMode creates a virtual command center that can be accessed by all alert recipients or a sub-set, depending on the situation. This online situation room can be populated with documents, files and task assignments from pre-defined response plans for easy access. And team members can add information to the log as it becomes available, including documents, spreadsheets and multimedia files in any format.

Your employees, customers and partners count on you to protect them, not to spend 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 MissionMode advanced communication solutions, it doesn't matter where team members are located since they can quickly and easily access the system over the Internet, and even handheld devices.

MissionMode enables you to bring your entire Operations Center into the field with remote access to the Virtual Command Center from handheld devices. MissionMode's revolutionary SecureView camera enables mobile surveillance. Field personnel can take pictures in the field and send them directly into MissionMode, where they are only viewable by designated personnel. SecureView prevents the camera's content from being e-mailed to anyone else or downloaded to any unauthorized computer.

See the Forest AND the Trees

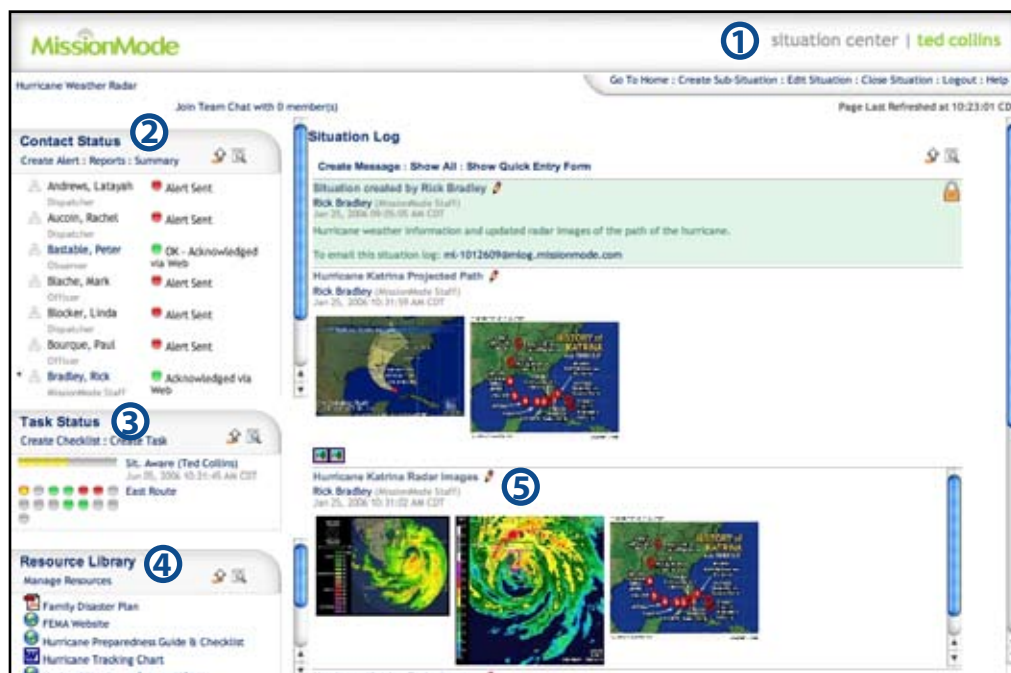
Communication is only one piece of the puzzle. There are myriad other systems you use to prevent, monitor and respond to any given situation. MissionMode can be easily integrated with other applications such as digital video surveillance and dispatch systems to create a full crisis management solution.

Communicate: Turn Plans into Action

- Hosted and resilient, MissionMode is quick to deploy and operates anytime, anywhere.
- Plans and documents can be stored in templates ready for action or review.
- Privacy controls ensure confidential information is secure and shared information is accessible.
- Online dashboard enables you to assess status and decide action.
- Immediately access key information and key people through select or mass notification.
- Simple, easy-to-understand user interface.
- Subscription-based, eliminating the need for a large up-front capital expenditure.
- Messages can be exchanged across multiple devices, keeping your mobile workforce optimized.*

The MissionMode Situation Center Interface

- 1. The Situation Center** - a dashboard enabling users to take the initiative in a situation.
- 2. Contact Status** - monitor alert progression and the status of all the users in the situation.
- 3. Tasks and Checklists** - track progress on assigned tasks.
- 4. Resource Library** - provides links to the correct versions of plans and procedures.
- 5. Situation Log** - comprehensive messaging allows users to share information and come to informed decisions.



The MissionMode Promise:* Guaranteed delivery of alerts within five minutes. No software to install or support. Encrypted secure communications. 24/7 service and support. Redundant Web, application and database systems. *See service agreement for latest specifications.

Phone +1 612.822.4800 | Toll Free US +1 877.833.7763 | International +44 1494 837198 | www.missionmode.com

MissionMode is a technology services company dedicated to streamlining urgent communications and facilitating team collaboration in a secure hosted environment. Their services reduce the time between knowing about a mission critical issue and doing something about it. MissionMode, which is a privately held company based in Winston-Salem, NC, USA with offices in strategic locations in the USA and Europe, focuses on the Global 5000, government agencies and other high-growth middle market firms. For more information, visit www.missionmode.com