# F24

Digital proactive crisis management

Proactive crisis management:
From prevention to lessons learned.

Your digital crisis space – accessible from anywhere.

In critical situations structure and an overview are crucial. With FACT24 CIM, all information is combined in one workspace. This is your digital crisis space, available anywhere and at any time. Everything you know from the physical crisis space is also available virtually – with the decisive advantage that information flows even faster and you can work completely independently of location.

For example, you can build digital whiteboards effortlessly and entirely according to your requirements in FACT24 CIM or launch alarms from the FACT24 Emergency Notification Services application all via a digital workspace.
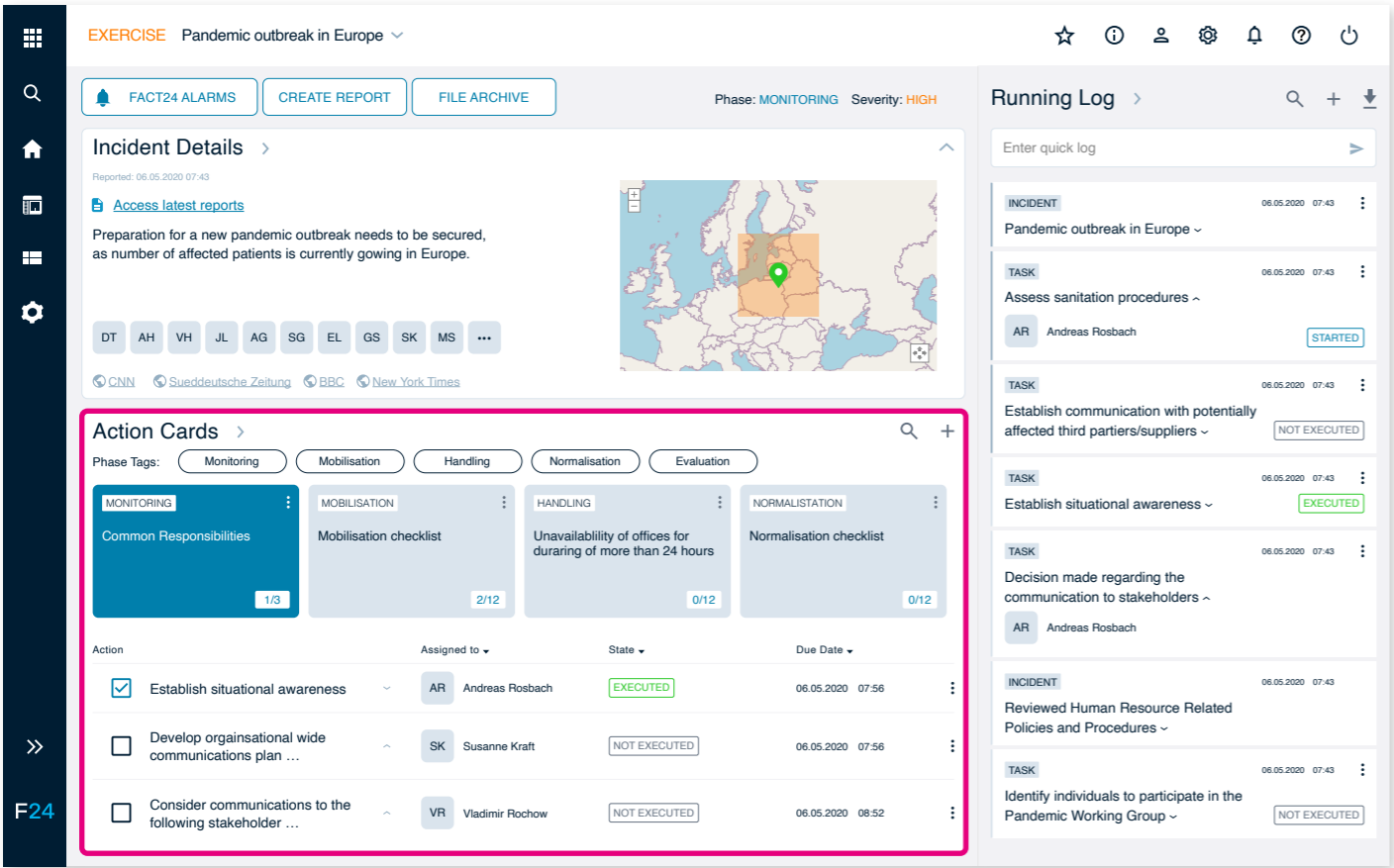
Digital workspace with Action Cards (highlighted) for efficient task management process

Bring Your Plans to Life.

When an incident is created, FACT24 CIM automatically pulls predefined actions cards specific to roles, incident type and severity. This truly brings your plans to life.

Actions cards provide clear direction and actions to be performed in the height of a crisis and can be assigned to experts outside the team or organisation. This strong task management process is structured and as efficient as a Kanban board.

Give Your Crisis Management More Structure.

FACT24 CIM enables you to manage multiple incidents simultaneously and manage them over a longer period of time.
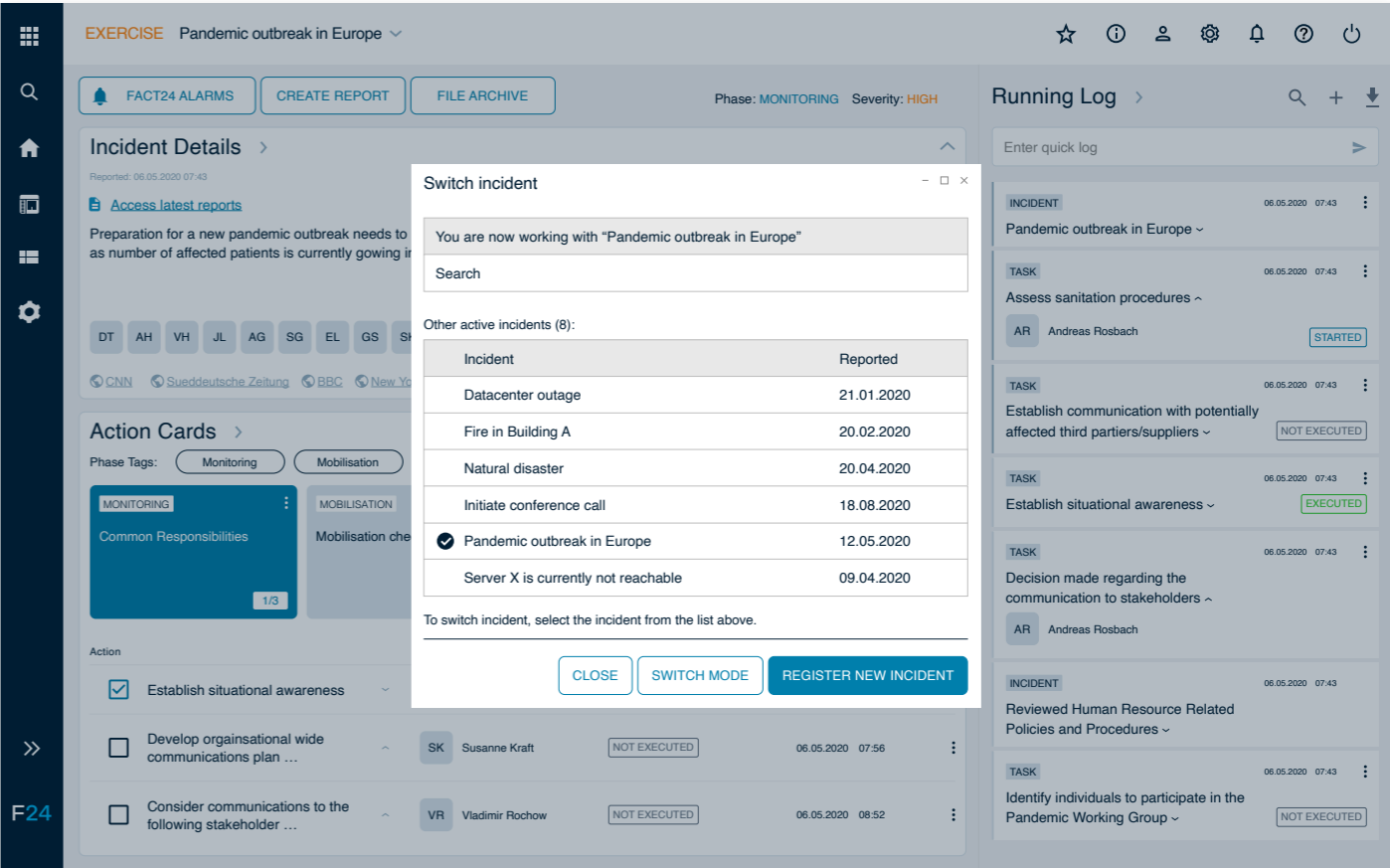
Overview of the different incidents

Strategic level
e.g. Headquarter

Tactical level
e.g. Country

Operational Level
e.g. Site
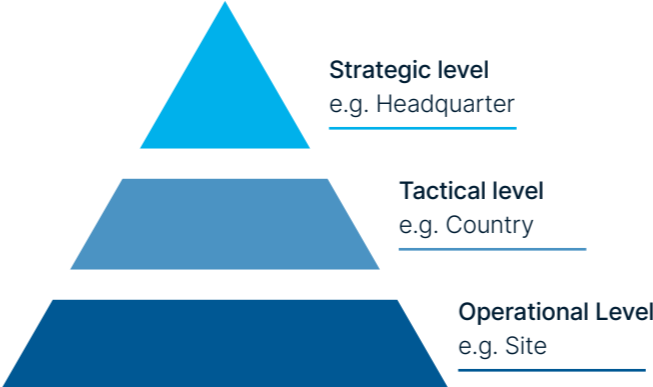
Different work areas for the various team levels of crisis management (strategic, tactical and operational) ensure clarity and overview when dealing with an incident. If required, you can also share information and work together across all levels.

Information on the status of different resources as well as key stakeholders is transparent and accessible to all.

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From prevention to lessons learned.

Communicate easily and safely in digital chat rooms during an emergency.

In FACT24 CIM, you can use the "Case Manager" to specifically control the communications around an incident. You can also involve experts that are outside your organisation or bring other actors or external parties into the chat environment.

The option to classify information is particularly useful: Does it concern information, an action or a decision? And of course, all steps taken are automatically documented in accordance with auditing requirements.
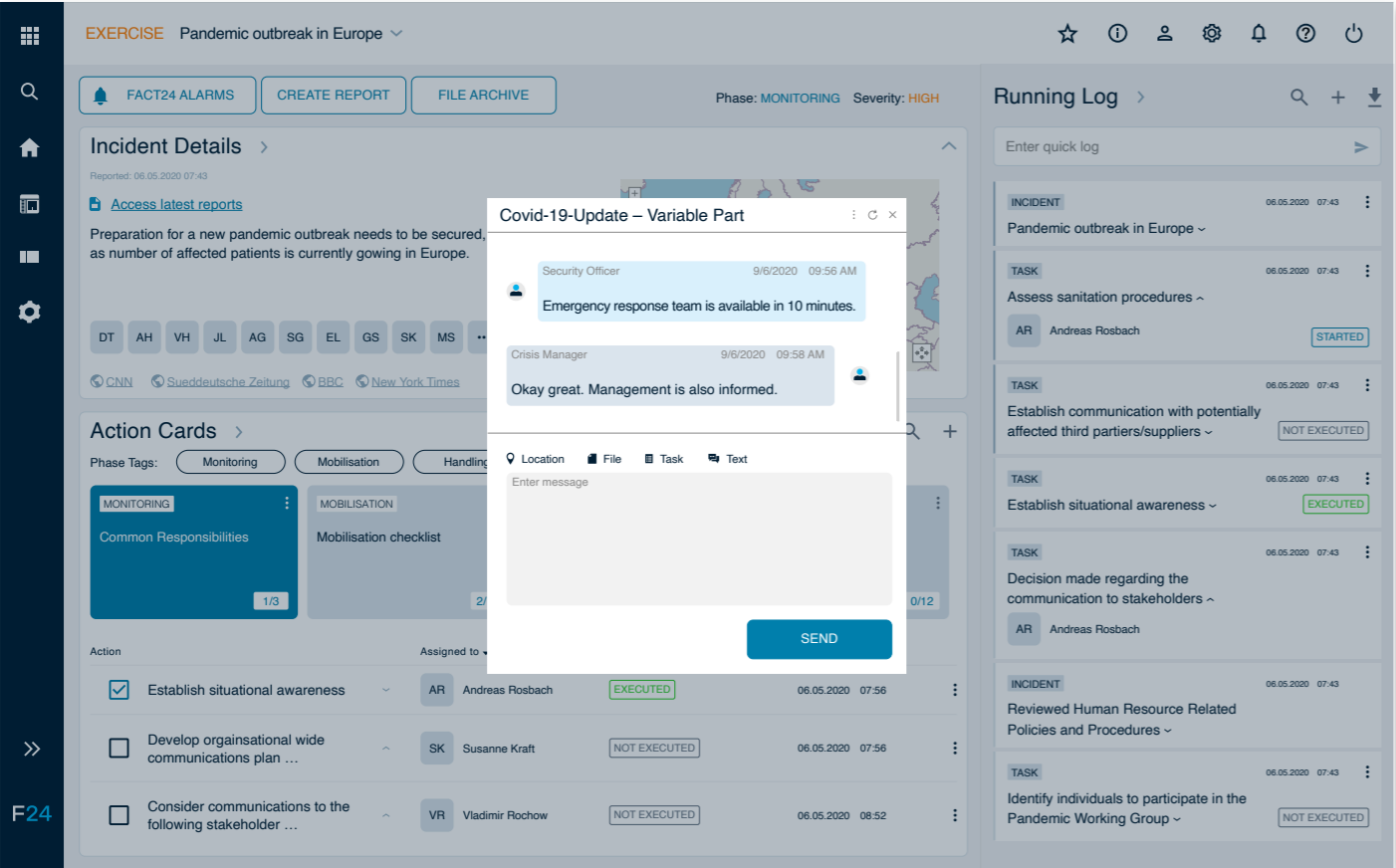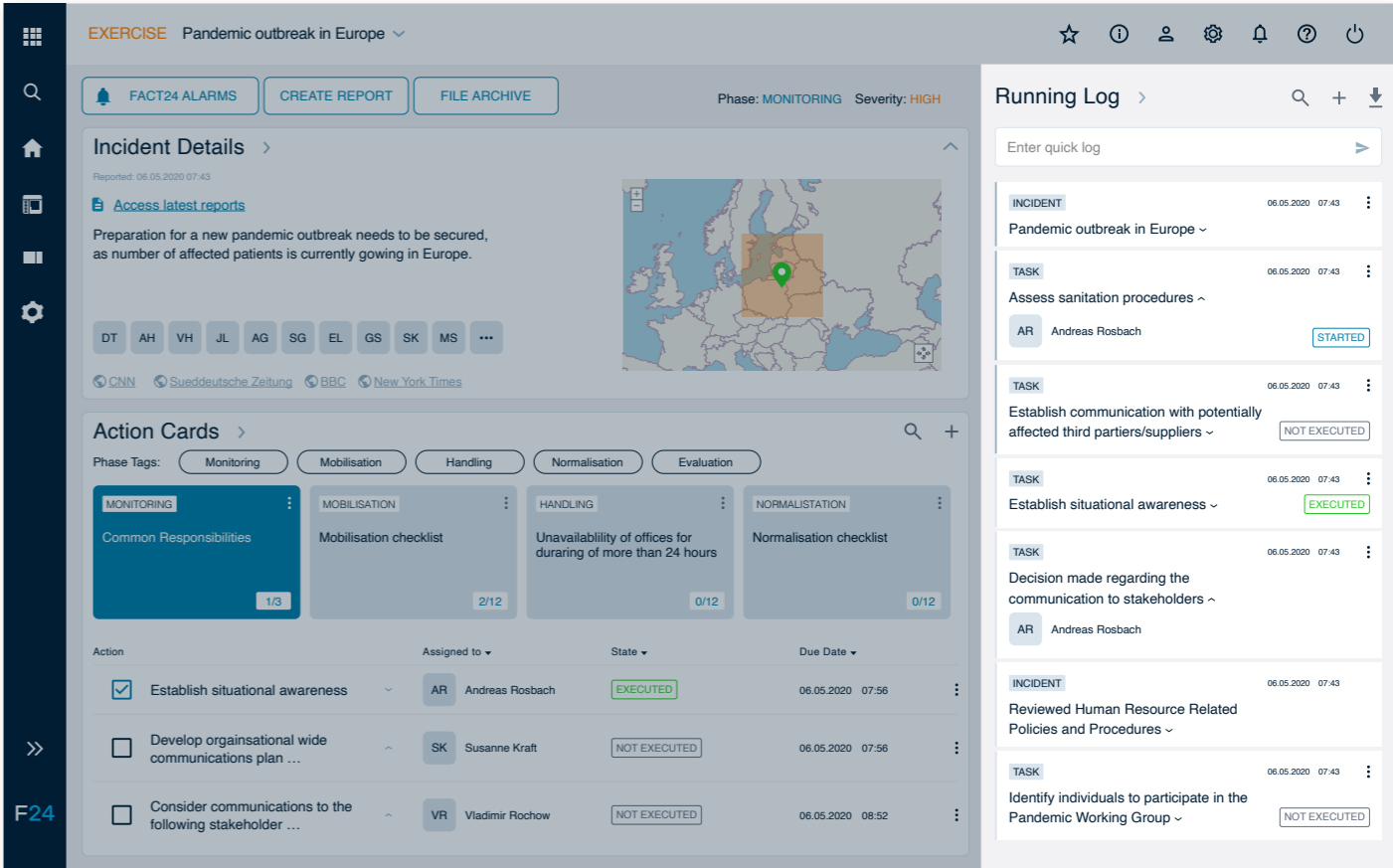

Case manager for internal communication around the respective incident

Act professionally when it comes to external communications.
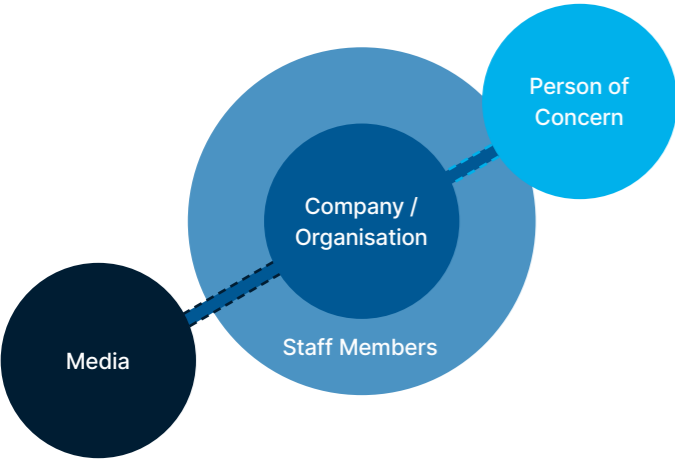
In crisis situations, rapid and targeted communication is required, not only with your own staff, but also with affected groups of people such as relatives, members of the media or the general public. With FACT24 CIM you can manage media enquiries and communicate with affected groups of people – we call them "Persons of Concern" – in a structured and professional manner.

Even with a high volume of incoming calls, no enquiry will get lost and thanks to real-time information, you can easily keep track of everything. Predefined and coordinated content can be viewed at any time and ensures fast and consistent messages for external communications.

## Generate protocols and reports easily and simply.

Would you like to report to your management or want to evaluate the timeline after an incident? Easily consolidate situation briefs and management reports with predefined templates within FACT24 CIM.

The integrated solutions log every meeting, action or task automatically and accurately. Each step taken is traceable, revision-secure and can be exported at any time. It is also possible to learn from incident statistics and then adapt your processes.

Running Log for the creation of situation and management reports

Would you like to learn more about how F24 solutions can help you? Contact us at any time or visit our website f24.com/en/solutions/crisis-response/

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Manage every crisis simply and professionally.

FACT24 enables you to manage your crisis proactively and digitally, from preparation to assessment. FACT24 is based on two products: FACT24 ENS+ and FACT24 CIM.

FACT24 ENS+ stands for comprehensive alerting services and FACT24 CIM represents digital crisis and incident management.

FACT24 ENS+
Emergency Notification Services

Secure and comprehensive alerting
Efficient and secure communication is at the heart of successful crisis and incident management. FACT24 ENS+ offers comprehensive options for handling all alerting requirements automatically and securely. Reliability and availability are of central importance. As a Software-as-a-Service solution, FACT24 guarantees 99.99 percent availability for its alerting services.

FACT24 CIM
Crisis and Incident Management

Proactive crisis and incident management
FACT24 CIM enables you to proactively manage crisis situations across all organisational levels and with the involvement of comprehensive stakeholder management. The solution is designed to begin at the early stages of a potential incident, providing a structured approach including easy-to-use task management.

FACT24 ENS+ starter
Optimise your emergency and event communication with smart and secure alerting.

FACT24 ENS+ essential
Extend and automise your smart emergency and event communication workflows through third party integrations.

FACT24 ENS+ advanced
Manage your smart emergency and event communication requirements comprehensively within a complex organisation.

FACT24 CIM starter
Manage every critical situation easily and professionally.

FACT24 CIM essential
Work strategically and tactically across all the organisational levels of crisis management.

FACT24 CIM advanced
Proactively work through every stage of crisis management on one platform – from risk analysis to post crisis analysis.

Includes comprehensive FACT24 alerting services

Guaranteed: You can rely on us and our services!

Especially in crisis management, companies need a reliable partner and must be able to rely on their working resources. It is therefore important to us to provide an alerting and crisis management solution that is as resilient as possible. We do this with a sophisticated security and backup concept that includes a redundant structure of the entire process chain (locations – systems – network provider). This even allows us to contractually guarantee the availability of our systems.

- 100% DSGVO-compliant
- Minimum 99.50% guaranteed availability
- Multiple ISO certification

More than 3,000 customers from all industries worldwide trust the services of F24.

"Availability is a particularly important factor for us, and it is always there."
Audi AG

"What we really wanted with the product, was not just a notification system, but somewhere where we could have ALL information in ONE place."
East Sussex County Council

"By using the established action cards during a crisis, we ensure that the tasks are taken care of. This helps us stay focused on handling the incident, and not the tool."
**VY**

"Our planet and systems don't tolerate any interruption. But if it does happen, everything has to be done very quickly. That's why we need an alerting system that functions reliably and is easy to operate even in hectic situations."
SCHOTT glass made of ideas

"With FACT24, we can alert our crisis and emergency organisations efficiently and independently from our own infrastructure. We rely on this product because it undergoes constant further development and is therefore future-proof."
ALPIQ

Do you want to read more about our solutions and unique customer testimonials? Scan this QR Code:
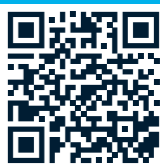
From the heart of Europe to the world:
We enable you to save lives and values.

We are Europe's leading Software-as-a-Service (SaaS) provider for incident and crisis management, emergency notification, as well as for business messaging. Our highly innovative F24 solutions for alerting and crisis management help companies and organisations around the world with efficiently and successfully managing incidents, emergencies and crises.

We also offers solutions for high-volume communication of critical or confidential content in the corporate environment. More than 3,000 customers worldwide rely on F24's solutions to manage their communication needs, as part of their day-to-day communication of critical or confidential content, or in the event of a crisis.

> 20 years of experience

42% of STOXX Europe 50 companies supplied

3000+ customers

"What I like about F24 is your approachability, the way that you take care of your customers."

Bert Burkels, Addiko Bank AG

Want to learn more?
Schedule a first meeting without any obligation via f24.com/en/contact/ or simply give us a call at

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