

TeleCrisis™ Solutions, the latest generation in threat management software.



Turning your front line staff into your first line of defense

Mitigating the impact of foreseeable threats is a critical element of bolstering an organization's resiliency and hardening its defense against crisis-related liabilities. When a threat to an individual, the business or property is received, call-takers are prepared because they can instantly open TeleCrisis™ on their desktop to better manage the situation. TeleCrisis™ supports and guides any staff member handling a high-risk contact by helping them **control** and manage the situation, **capture** the right information and **communicate** by automatically notifying the right people to report the incident. The use of the TeleCrisis™ model allows for a standardized approach to crisis call management as well as intra- and inter-call-taker consistency in handling high-risk contacts.



TeleCrisis™ provides scripts and protocols developed by recognized crisis management experts to help the call-taker remain calm and focused. Those scripts direct call-takers through the process of capturing vital information that supports real-time evaluation of the event, possible security or law enforcement response and later incident reporting. As soon as the call-taker initiates the software, TeleCrisis™ instantly alerts supervisors and others to enhance situational awareness. This alert helps management understand if the event is isolated or not and enables them to provide real-time assistance and coaching to the call-taker through the software's chat and alert features.

The intuitive TeleCrisis™ "Command Center" dashboard allows supervisors to monitor, administer and manage threat-related activity and supports post-incident reporting. TeleCrisis™ is pre-configured with twelve threat scenario response protocols, expert coaching and scripting and allows for customization of protocols and development of additional protocols to address an organization's unique incidents.

TeleCrisis™ provides consistent delivery of protocols and specific action-steps for call-takers to follow during an incident or event. Having these scripts and reducing the number of things people need to remember, keeps them calm, focused, and engaged during even the most stressful situation.

TeleCrisis™ Technical Specifications

Supported Web Browsers	SaaS Delivered	Administrative Functionality
<ul style="list-style-type: none"> •Internet Explorer 6+ •Safari 3+ •Firefox 2+ 	TeleCrisis™ is a Software-as-a-Service (SaaS) application	<ul style="list-style-type: none"> •Protocol customization •User Administration •Reports and dashboards
Extra Runtimes Required	Internet Connection	Protocols Include: -Abusive Caller -Bomb Threat -Email Threat -Irate Caller -Kidnapping -Medical Emergency -Radiological Threat -Suicide Threat -Violence Threat -Written Threat -Stress Management -Public Health Emergency
<ul style="list-style-type: none"> •Silverlight 3+ 	Required for data transfer and out-going dynamic notifications during an incident	
Supported Operating System (Windows)	Supported Operating System (MAC)	
<ul style="list-style-type: none"> •Windows Vista; Windows XP Service Pack 2, Windows 7 minimum •450M Hz or faster processor •At least 512MB of RAM •At least 25MB of disk space •Minimum screen resolution of 1024x768 	<ul style="list-style-type: none"> •Operating System Apple Mac OSX 10.4.8 or above •1.83GHz or faster processor •At least 512MB or RAM •At least 25MB or disk space •Minimum screen resolution of 1024x768 	



A Leader in Business Continuity Management

Extreme Behavioral Risk Management (XBRM), a division of AllSector Technology Group, Inc., is a Professional Services practice specializing in Business and Technology Resiliency including: business continuity management, disaster recovery, emergency management, homeland security services and workplace violence prevention and response.. Our services help prepare and support an organization, its decision-makers and first responders by providing Professional Services, Training and Education and TeleCrisis™ Threat and Incident Management software.

Effective Business Resiliency requires effective evaluation and mitigation of risks to business disruption, planning and testing – which many organizations perform. Where some organizations fail, is in recognizing that the key tipping point for success during a response relies on the perceived efficacy of individuals and their leadership. Investment in the efficacy of people through awareness and skill building training and realistic testing are keys to efficient recovery. That investment is the difference in the timely recovery of Business Operations as well as your brand/reputation, customer loyalty and retention.

Our portfolio of products and services employ a NIMS-compliant all-hazards model and address business, technology and the important – and often overlooked – aspect of creating plans that accurately anticipate emotional and behavioral responses of people during response and recovery. Our team includes some of the foremost experts in business continuity management and disaster human factors planning and their work is informed by first-hand experience responding to events and recovering business operations and technology.

XBRM is part of AllSector Technology Group. AllSector is a New York City-based company that provides:

- Technology, Security and Disaster Recovery Consulting and Managed Services; the Managed Services include sophisticated remote monitoring solutions, Help Desk and Field Support services
- Application Software Solutions that include case management software, an administrative portal that integrates back-office functions and TeleCrisis, an application that provides standard protocols and management tools to better support incidents and threats that arrive over the phone.

Visit our website or call today for more information on TeleCrisis™

Call toll free at 800.280.6606 or E-mail: info@XBRM.com

www.XBRM.com