



## Communication in crisis situations – fast, secure and simple

Unforeseen events can happen at any time. In critical situations, chaos and stress take over. Keep everything under control. Alert all key staff members in seconds. Exchange information securely and reliably. Make vital decisions on this basis...



## WHO ARE F24?

### The Company.

F24 develops and operates highly secure alerting and crisis management solutions. The company is the point of contact for emergency, crisis and business continuity management of major companies and organisations all over the world. F24 was founded in Munich in 2000. Today the company and its four international subsidiaries support around 500 companies and public sector organizations around the world, making F24 the leading application service provider (ASP) for alerting and crisis management throughout Europe.

F24 specialises in analysing its clients' communication needs in the event of an incident and provides support in mapping potential scenarios and in implementing FACT24 Alerting and Crisis Management Service. In addition, users are offered training courses for the service.

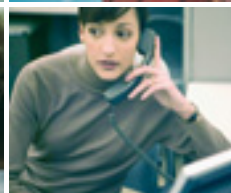
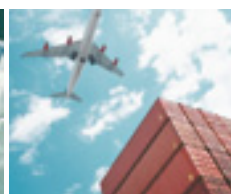
When an incident occurs, FACT24 is the key alerting and crisis management tool – from the onset of the crisis and its successful solution to follow-up review and analysis. Management and emergency team members are alerted, decision-makers are called together in ad-hoc telephone conferences and information hotlines for staff or site neighbours are established at short notice. The Case Manager function also supports live exchange of information between all key persons and documents the course of events in a tamper-proof crisis log.

## WHERE DOES F24 OPERATE?

### The markets.

From production to service industries - In unforeseen or critical situations, all key processes must operate rapidly, smoothly and securely. Today, intelligent notification, alerting and crisis management solutions like FACT24 are no longer restricted to companies and organisations from classic risk sectors. In a crisis, a rapid, integrated automated communication system helps to minimise both financial and image loss throughout all areas of industry.

- Energy & Industry
- Health & Pharma
- Transport & Logistics



- Trade, Commerce, Banks & Insurance
- IT & Telecommunications
- Public Organizations

“FACT24 is consistently developing from an alerting tool into an innovative crisis management tool.”

Jörg Schmidt, Deutsche Lufthansa AG

**WHY FACT24?**

**The alerting and crisis management solution.**

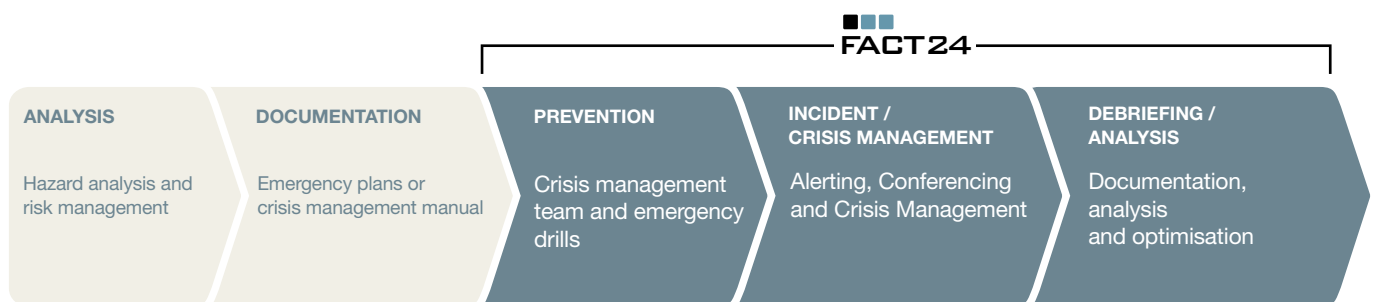
Companies that fail to draw up appropriate alarm and emergency plans in preparation for serious incidents may be risking significant negative impact – or may even lose their ability to operate altogether.

**Ask yourself the following questions:**

- 1 What critical processes may potentially occur in your company?
- 2 Have you established all necessary processes and tools for these events?
- 3 Do you conduct regular test drills held under realistic conditions?
- 4 Can your key personnel be alerted rapidly within minutes in case of emergency?
- 5 Are your processes and tools flexible enough to adjust to changing requirements?
- 6 Do you receive immediate feedback and status reports in an emergency?
- 7 Can your key staff conduct ongoing exchanges of information during an emergency, whatever their location?
- 8 Do you receive an automated, tamper-proof log of all events and decisions which occurred during the emergency?
- 9 Are your processes and tools adequately protected from external influences and based on redundant structures?

“In line with our security guidelines which require the use of state-of-the-art technology, we took a great leap forward by introducing **FACT24**.”  
**Ana Berrocal**, CEPSA

Defuse critical situations from the outset and prevent them from becoming serious emergencies or disasters. The key is thorough preparation and smooth communication in the event of an emergency. Notify your staff rapidly and securely. Call ad-hoc telephone conferences at the push of a button. Inform the public rapidly where necessary. Exchange information and documentation in real time. Make rapid decisions.



**FACT24** offers reliable support in prevention, in notification and crisis management and in reviews of events – at regional, national and international level.

## WHAT FACT24 DOES? Services.

### CLASSIC AREAS OF APPLICATION FOR FACT24:

- Notification of specialists and task force members
- Telephone conferencing with emergency teams or management
- Second alarm of additional standby personnel
- Information passed to further sites, company management or staff
- Notification of official bodies and media in the case of reportable events
- Information hotlines for staff, clients, business partners and the public
- Advanced exchange of information between functional units in the event of an emergency
- General public alerts
- All-clear announcements and information concerning resumption of business processes



### NOTIFICATION / ALERTING

### CONFERENCING MANAGEMENT

### INFORMATION HOTLINE

### CASE MANAGER

#### Notification / Alerting

Notify or alert all necessary specialists and management staff rapidly and reliably with a predefined or variable voice, text or fax message. The persons alerted use their telephone keypad to confirm receipt of the message or call back.

- Parallel notification / alerting
- Process provides for prioritization, contact of deputies, numbers of personnel required or working/leisure times
- Alerted persons acknowledge contact and Confirm availability, e.g. by keying in the time they need to reach the scene
- Alarm reports are immediately sent to responsible persons and detailed logs are maintained for later in-depth review and analysis

#### Conferencing Management

Call ad-hoc telephone conferences with management and specialists – without the need for advance preparation or manual dialling. The service locates the persons on the contact list at their landline or mobile numbers and automatically links them in a conference call, enabling rapid personal communication lines to be set up without geographical constraints.

- Multidirectional communication
- Alerted persons confirm their availability and participation in the conference via their telephone keypad
- Moderation and conference management can be handled via the FACT24 Internet portal and telephone keypad
- Optional conference recording, reports and logs for later in-depth review and analysis

#### Information Hotline

FACT24 enables a public telephone hotline to be rapidly activated for automated acceptance of high call volumes. The service sends a voice message to all callers in parallel. If necessary, callers are forwarded to the responsible office. The information hotline saves on valuable personnel resources in your company and avoids blocking your own telephone lines in the event of incidents or emergencies. In addition, callers receive up-to-date information – not an annoying busy signal.

- Automated, parallel call receipt
- Speech dialog system handles call forwarding
- Call statistics and reports for in-depth review and analysis

#### Case Manager

Communicate in real time with all key staff members throughout the entire incident. FACT24 Case Manager is a universal tool for the advanced ongoing exchange of live data and information. In addition, all decisions and activities are recorded in a tamper-proof emergency log. The FACT24 Case Manager enables you to keep control in critical situations.

- Multidirectional communication via a range of devices
- Real-time exchange of information, documents and files
- Data from different alarms can be incorporated during an emergency
- Chronological, tamper-proof list of all activities in an emergency log

## HOW DOES FACT24 WORK?

How the system works.

### 01 Activation

Via a range of devices (telephone, PC, smartphone, fax), using land-lines, mobile lines and Internet

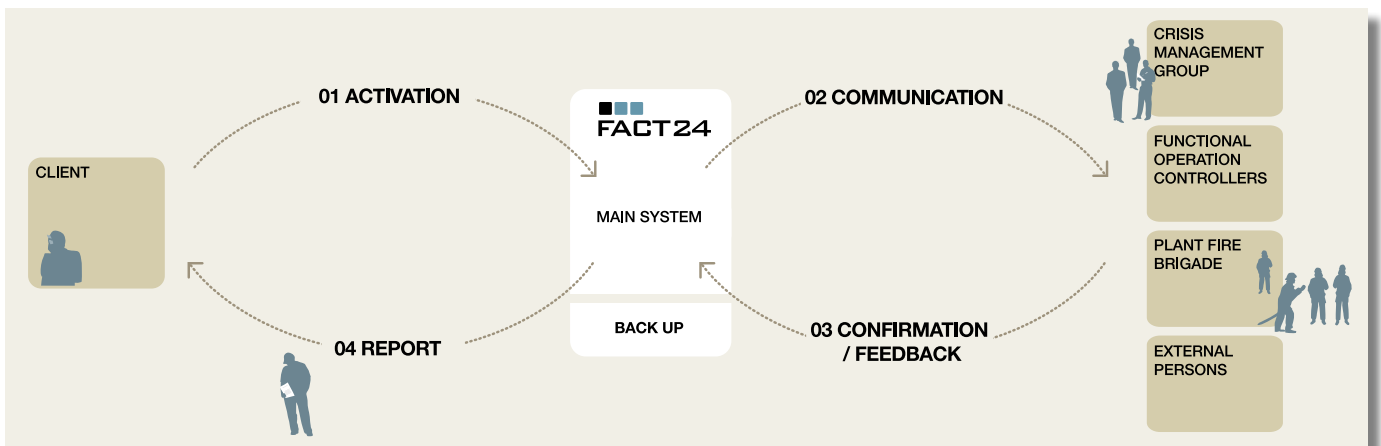
### 02 Communication

Notification, alerting, telephone conferencing on up to 480 parallel ISDN lines via:

- Telephone
- Mobile phone
- SMS
- Fax
- E-mail
- Pager
- Client-specific device

### Crisis management

- Information hotline to manage call peaks
- Case Manager for ongoing communication in emergencies
  - Exchange of instant messages, documents and files
  - Documentation of information, events and activities in a tamper-proof emergency log
  - Supports subscription to relevant messages from news portals/social networks (e.g. Twitter) as RSS feeds



### 04 Report

- Alarm reports enabling emergency operations to be managed and coordinated using a variety of devices (fax, e-mail, SMS)
- Real-time online monitoring of alarm progress

### 03 Confirmation / Feedback

of persons alerted via:

- Telephone
- Mobile phone
- Internet



## CHOOSING YOUR PRODUCT EDITION

### The FACT24 Product Family.

F24's FACT24 product family is designed to meet the needs of a wide variety of companies and organisations with differing sizes and structures. The four editions offer differing data capacity, number of lines, configuration flexibility and range of functions. Common features include redundant system and process structures for maximum guaranteed availability.

#### ■■■ FACT24 basic

- Low-cost entry-level solution
- Features all main core notification and alerting functions
- Suitable where the number of persons to be notified is small
- For small and medium-sized companies and organisations with high standards

#### ■■■ FACT24 professional

- Advanced professional-level solution
- Features all key alerting and conferencing functions
- With special configuration options for complex alerting and conferencing scenarios
- Suitable where the number of persons to be notified is medium to large
- For medium-sized to large companies with high to very high requirements in terms of function, capacity and quality

#### ■■■ FACT24 premium

- Comprehensive premium solution
- With comprehensive range of functions for top-level professional notification, alerting and conferencing management
- With information hotline to manage call peaks
- Suitable for notifying an unlimited number of persons
- Custom features, e.g. functions, processes, layouts, can be developed
- For medium-sized to large companies with very high requirements in terms of function, capacity and quality

#### ■■■ FACT24 ultimate

- Comprehensive crisis management solution
- Features full range of functions and services for notification, alerting, conferencing and crisis management
- Enables key persons to communicate continuously in real time
- Maximum capacity of up to 480 parallel lines
- Custom features, e.g. functions, processes, layouts, can be developed
- For medium-sized to large companies with the highest requirements in terms of function, capacity and quality

Test  
■■■  
**FACT24**  
free of charge for  
30 days  
Find out about **test access**  
at [WWW.F24.COM](http://WWW.F24.COM)

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## **BENEFITS OF FACT24**

### **Overview.**

As “Software as a Service” (SaaS), FACT24 offers a broad range of advantages in comparison to systems which must be bought and implemented as a unit. Because FACT24 is a service, systems suiting widely differing requirements can be implemented and installed within a short space of time. In addition, you benefit from the technological independence and cost-effectiveness of the solution.

### **RAPID**

With FACT24, an alarm is activated in seconds at the press of a button. You can alert or notify hundreds of people within the first minute on up to 480 parallel lines. Communicate rapidly and efficiently with all players in the event of an incident.

### **FLEXIBILITY**

Thanks to the flexible structure of FACT24, in the event of an incident you can align the settings of your stored alarm scenarios to the situation at hand. This enables you to respond instantly to changing requirements. In addition, development of custom features such as functions, processes and layouts is possible.

### **SECURE**

FACT24 is based on a comprehensive security and back-up system with redundant structures throughout the process chain (locations – systems – network providers). F24 is responsible for all maintenance and technical system support, and prioritises permanent availability. This guarantees availability and system stability of 99.98%.

### **SIMPLE IMPLEMENTATION**

Only a few days after you make your decision, FACT24 is ready for use - Simply map the scenarios on the systems. No need for alignment with existing IT/telecom infrastructures. This enables implementation to be completed rapidly with the minimum effort.

### **INTERNATIONAL AVAILABILITY**

The FACT24 service concept provides complete independence of geographical location and international availability. The service is available in a range of languages. This enables you to set the desired languages for specific accounts and users.

### **USER-FRIENDLY**

Thanks to the intuitive user interface and integrated plausibility check, Internet-based management of emergency plans is smooth and straightforward. In an emergency, you can activate a predefined scenario by pressing a single abbreviated dial key on your telephone.

### **INDEPENDENT**

To use FACT24, clients require no extra hardware or software, but merely a telephone and a PC with Internet connection. In addition, notification of your contacts requires no special devices. All services run on F24's systems, freeing up your own in-company telecom system in the event of emergency and eliminating the risk of your own on-site system being affected or failing.

### **COST-EFFECTIVE**

There are no investment costs or follow-up costs for maintenance agreements. As a client, you receive all updates automatically and free of charge. This makes FACT24 a particularly attractive option in comparison to hardware solutions.



## CONTACTING F24? Information and contact options.

Visit us on the Internet at  
**WWW.F24.COM**

Find out about the wide range of applications for FACT24 or check out our references.

You can also access further services from our website, such as registration for a non-binding FACT24 **trial** run or our **Newsletter**.

Your direct route to

■■■  
**FACT24**

**Test FACT24 ultimate free of charge for 30 days**

- Notification / Alerting
- Conferencing Management
- Information Hotline
- Case Manager

Register for a free trial without obligation at **WWW.F24.COM** or call us  
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Certified by



ISO 27001  
BS-25999

Germany | United Kingdom | France | Spain | Czech Republic

**FACT24**  
ALERTING AND  
CRISIS MANAGEMENT



Today F24 supplies services and support around 500 companies and public organizations of all sizes. Our customers primarily operate in sectors involving particular responsibility for staff, the public and the environment and operating in professional crisis management. Here is a list of selected references.
