

DUTY MANAGER PRODUCT BRIEF

What is the *Truscott* Duty Manager?

The *Truscott* Duty Manager is an experienced and dedicated Crisis Practitioner who will provide the human interface to a sophisticated on-line crisis and emergency management activation and control system. It is customised for your needs and it will provide you with the means to respond promptly to a crisis or major emergency 24 hours a day, 7 days a week.

Why would I use it?

Because you need a dependable ally that understands your systems and is capable of providing impartial advice as your teams are activated. This unique combination of activation and advice will significantly enhance your organisation's resilience.

What does it do?

The *Truscott* Duty Manager will respond immediately to your request and will send alerts on your behalf to your staff, stakeholders, partners, authorities or anyone else you wish to inform about a crisis or emergency situation.

How does it work?

It allows you, from any phone in the world, to give us alert instructions that are then broadcast to customisable team and distribution lists after the content is confirmed with you.

How do I know what is the best alert message to send?

It allows you to determine the most appropriate alert message when confirming the content with the *Truscott* Duty Manager.

How well prepared is the *Truscott* Duty Manager for different situations

Our understanding of your systems and exposures will enable a variety of scenarios and teams to be pre-prepared in the system to reduce response time.

How do you get to all the people I need to contact?

It automatically sends the message to their text devices such as SMS, emails and faxes and to their mobile phones, office phones and home numbers.

How do I send specific alerts to different teams that change constantly?

It is versatile enough to readily confirm and adapt to which teams require the alert and what team membership needs to be changed.

How do I get to different and specific devices when each alert is dissimilar?

It has the flexibility to use a pre-agreed or on-occurrence approach to blast all devices at the same time, text devices first and then phones if no positive response is received, phones only or different phones at different times.

How do I get to staff and stakeholders when they could be living, travelling or on holiday?

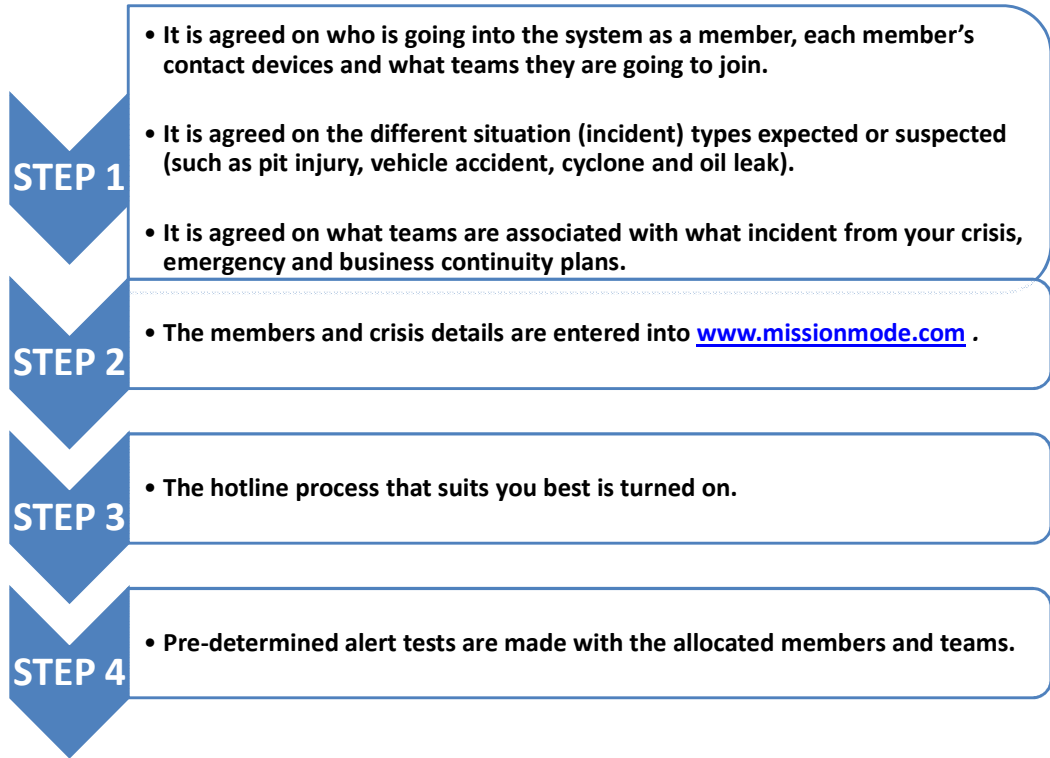
It is a virtual system that is transparent to borders, locations, national network carriers, International roaming and call forwarding.

How do I know if the people or teams alerted have got the alert?

An immediate and live report is generated showing exactly who has responded and who has not. This report can be emailed to you or you can view activation progress live on-line.



What is the professional services process of the Duty Manager?



Standard Duty Manager Hotline Process

