

## Mobile crisis response

Effective alerting, collaboration  
and personal protection via app



# Trustworthy emergency notification and reliable personal protection



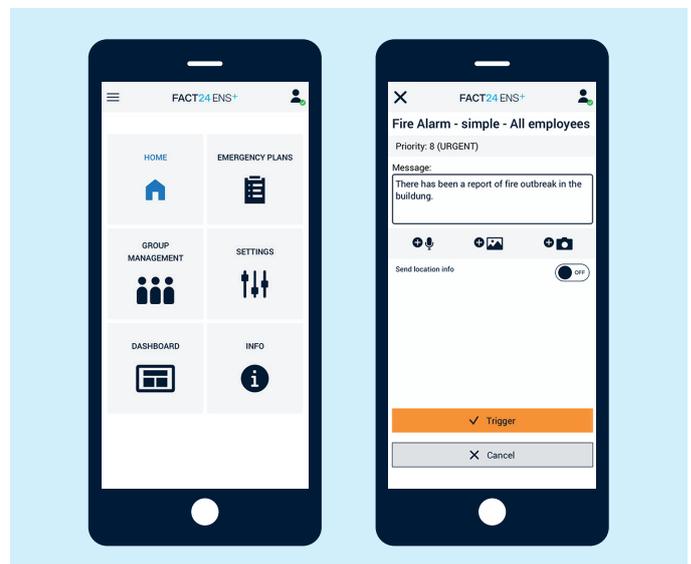
With the FACT24 ENS+ mobile app, your employees are perfectly protected, capable of taking action and can respond rapidly – wherever they are – should critical incidents occur. The mobile solution offers all the features for emergency notification, information distribution, messaging, personal protection and online collaboration. So your company is perfectly prepared for incidents and crisis situations.

In addition to intuitive triggering and receipt of messages and alarms, the FACT24 ENS+ mobile app supports chat features, standalone solutions, dynamic logging in and out of on-call groups and the provision of emergency documents. The app interface can be individually adapted to your employees' needs and thus ensures a high level of acceptance in your organisation.

What's more, the app is characterised by its high degree of security and reliability. All communication is transmitted in encrypted form. Depending on the configuration, various monitoring mechanisms are available to the user. All internal processes and communication are optimally designed for battery-saving operation.

## Quickly and easily triggering alarms and workflows

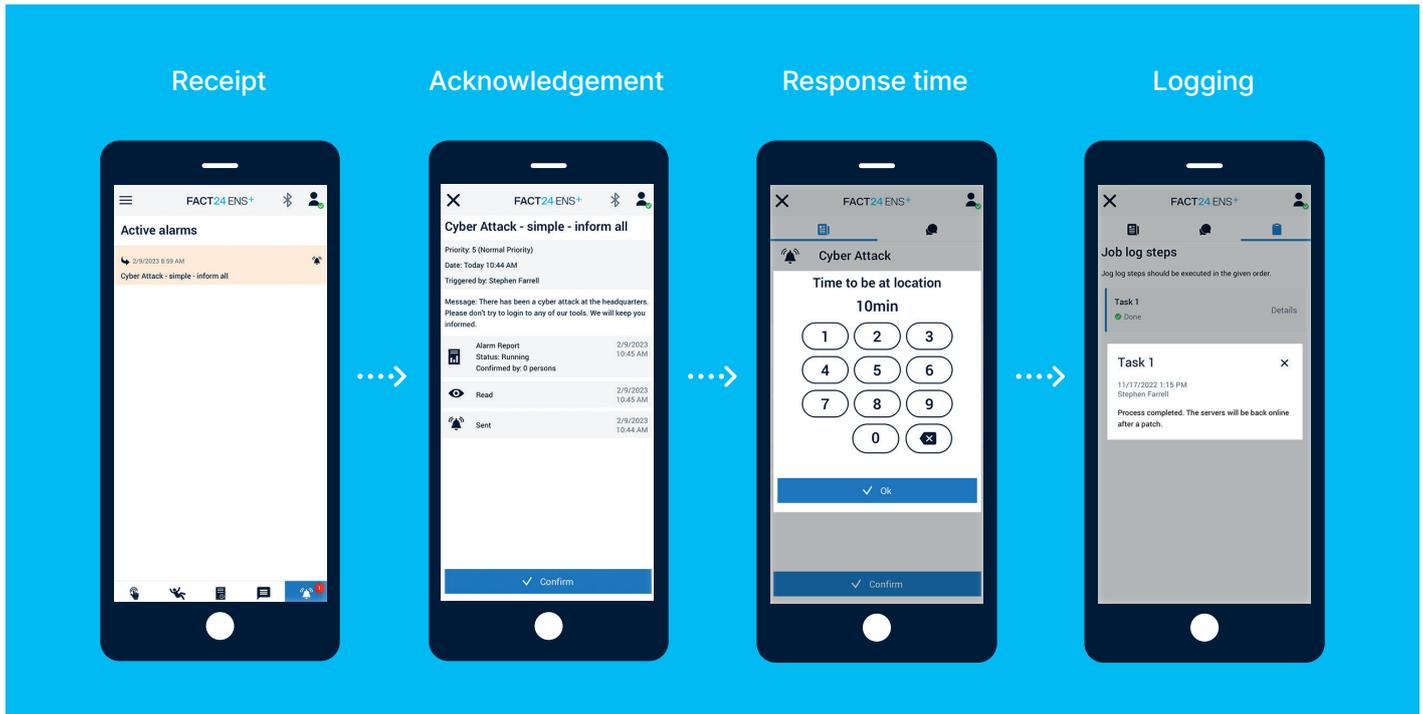
Depending on the configuration, the user can trigger quick-start alarms directly with predefined messages or supplement an alarm with individual text modules, attachments and location information. To prevent arbitrary triggering by unauthorised individuals, alarm triggering can be PIN-protected. The app offers live reporting directly after the alarm has been triggered to show the actual alarm.

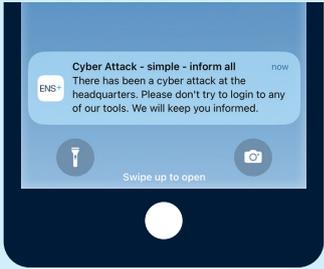


# Rapidly receiving relevant messages

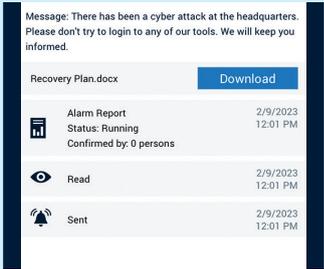
The FACT24 ENS+ mobile app reliably and securely receives individual and group messages regardless of the smartphone's device status (lock screen, app in background, app closed). Individual display options and alarm tones can be used depending on the message's priority.

In addition to the message, attachments and location information can be transmitted too. The app also offers the option of a call-back to the trigger or direct dial-in to an (emergency) conference.





Possibility of direct acknowledgement of the push message



←..... Transmission of attachments

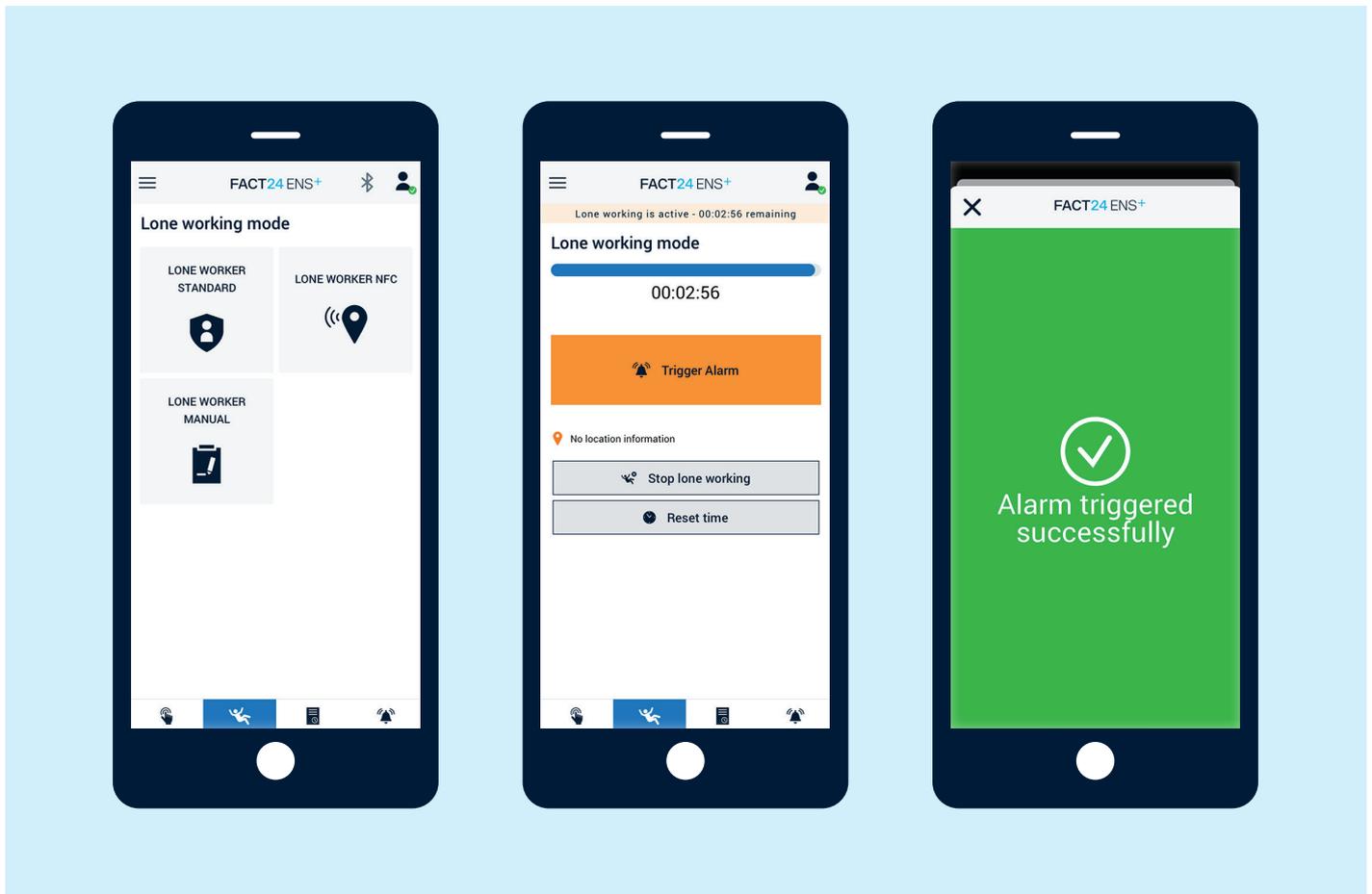
←..... Alarm report with real-time display. Direct insight into the alarm status and your team's responses

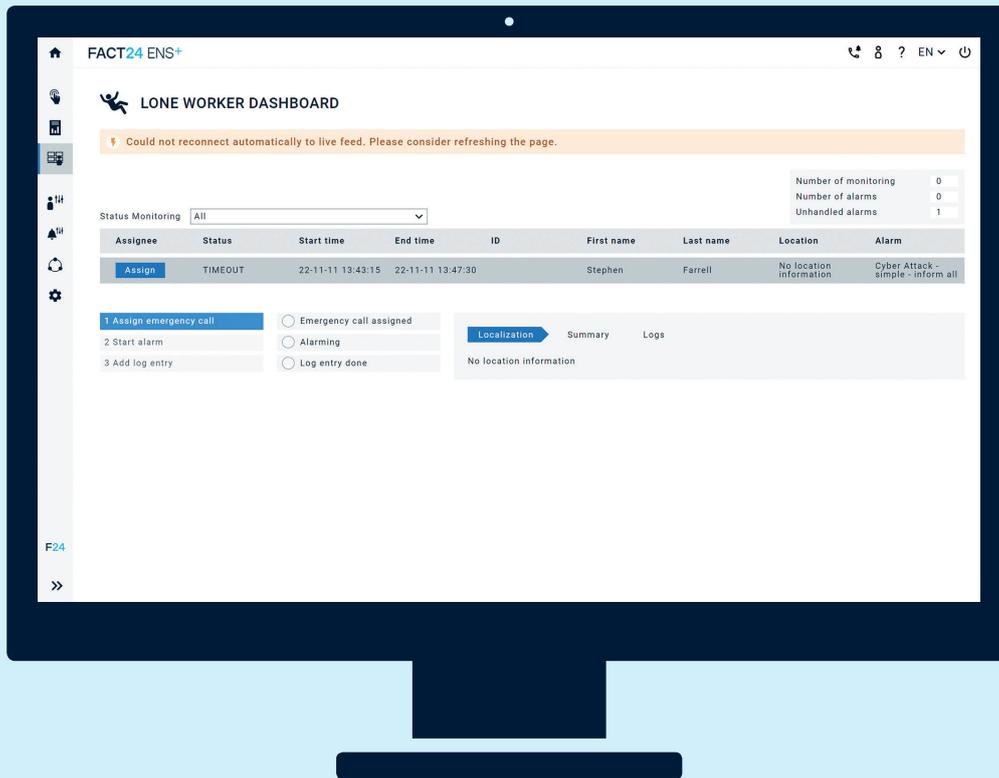
# Lone workstation solution

Protective measures for employees working alone can make all the difference to the person's health and life. To meet the legal requirements for the use of personal emergency signal systems, FACT24 offers a compliant standalone workstation solution. It can be individually adapted to the risk levels, is easy to implement and offers reliable protection for employees working alone.

It is a piece of software that triggers an alarm in the event of an emergency. This alarm immediately activates a defined rescue chain by means of the central alarm cockpit and alerts first responders. Initialisation of the rescue chain can be started in different ways. In addition to a deliberate and automatic alarm, this alarm can also be triggered by a lack of response to control calls or based on technical error messages.

The dynamic localisation capability improves your organisation's response time. Taking duty rotas, availabilities and qualifications into account, the first responders receive the message with all the detailed information on their terminal device. Assistance and support measures can therefore be initiated immediately and in a targeted manner.





## Personal emergency signal features\*

- Using Android and iOS smartphones as personal emergency signal devices
- Deliberate alarm (red button, breakaway line)
- Automatic alarm:
  - POSITION ALARM – Once a certain tilt angle has been exceeded, an alarm is triggered after a pre-set time.
  - REST ALARM – Once the person at risk has become motionless, an alarm is triggered after a pre-set time.
  - SHOCK ALARM – If the person at risk makes frantic movements, an alarm is triggered after a pre-set time.
  - LOSS ALARM – When the personal emergency response device is removed from the person at risk, an alarm is triggered after a pre-set time.
  - TIME ALARM – If the person at risk does not send an acknowledgement as requested, an alarm is triggered after a pre-set time.
- Technical monitoring (connection, battery status)
- Geolocation using Wi-Fi, BLE beacons, NFC tags

\*Not all features are available in some cases depending on the system and terminal device used.

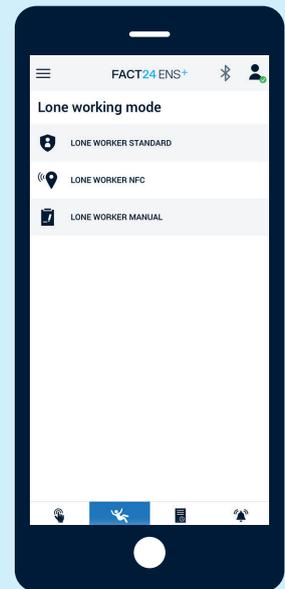
## The smart alarm process

- Real-time alarm display in the Lone Worker Dashboard
- Multimedia emergency notification
- Transmission of location information and building plans
- Consideration of duty rotas
- Acknowledgements and escalations
- Activating the geolocation sound on the trigger
- Initialisation of emergency conferences
- Logbook feature for resetting lone working
- Documentation of all processes

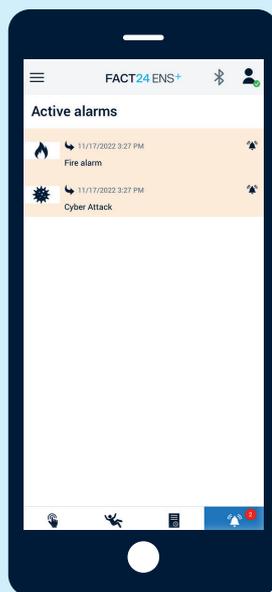
# App profiles

The various potential configurations of the FACT24 ENS+ mobile app allow each user to make individual settings with respect to the app design. That way, FACT24 ENS+ guarantees intuitive and simple operation, enabling rapid response even in crisis situations.

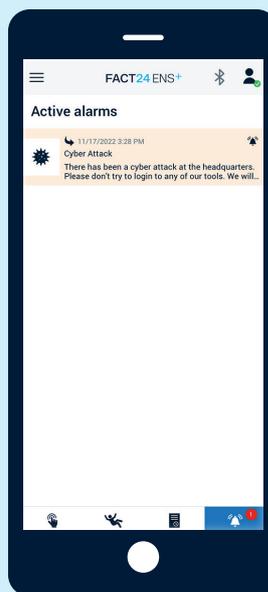
The user has the option of choosing between a tile or list view. Furthermore, quick navigation can be activated using the taskbar.



Alarm name



Icon + alarm name

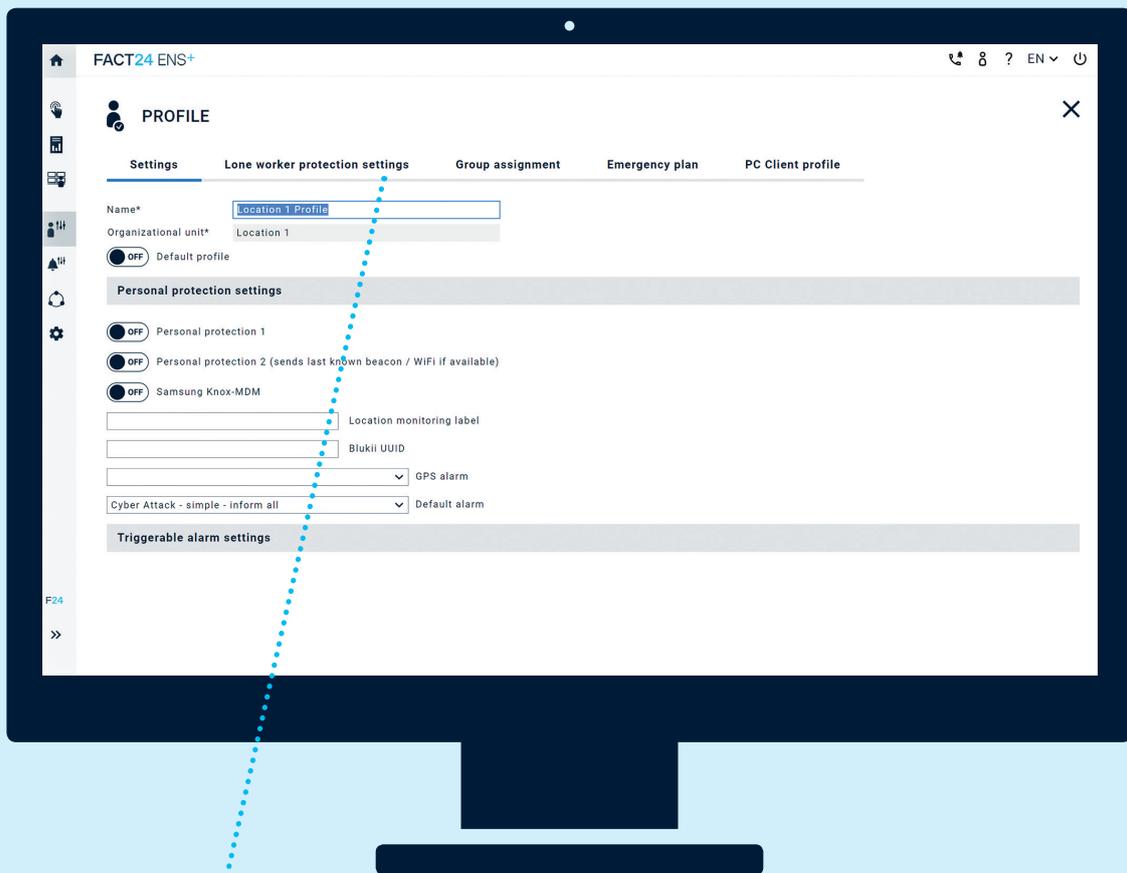


Icon + alarm name + text

Depending on the configuration, the user can determine which information is displayed in the overview. This is freely defined with the components icon, alarm name and message. Other potential settings include defining the start page, the way new messages are displayed and the ringtone settings. These features can be set for different priorities.

# App profiles

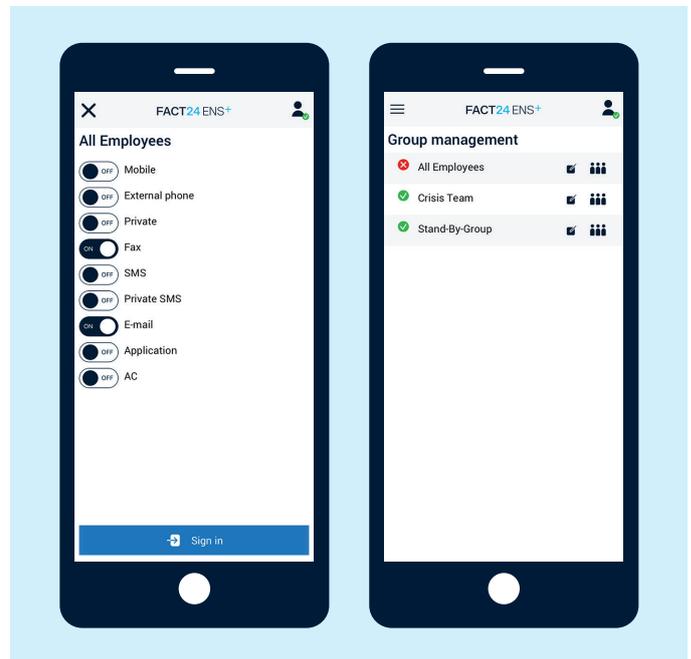
The more employees use the app, the more complicated the requirements become with regard to the scope of features and permission levels. That is why FACT24 ENS+ offers central rights and role management using 'app profiles'.



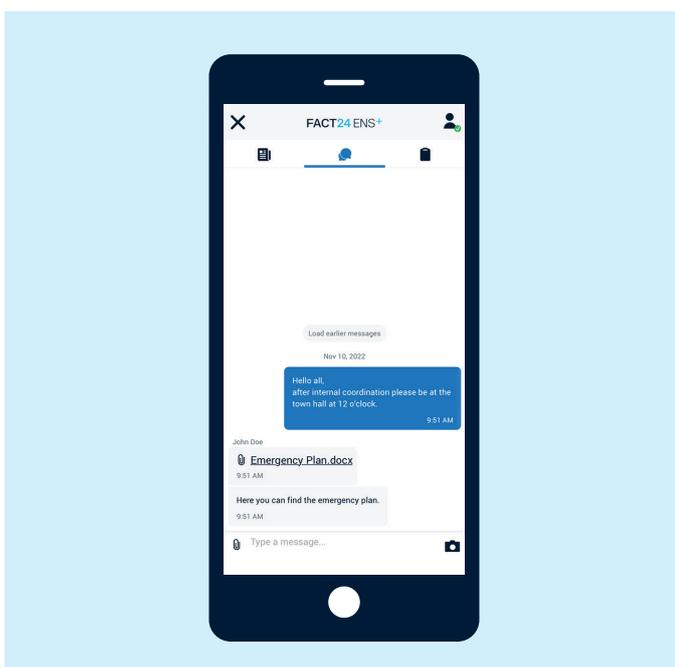
Within these profiles, permissions can be set to trigger alarms and settings for the lone workstation solution, to assign rights for independent group management, to upload emergency documents and to grant corresponding approvals for customising the app.

# On-call and group management

Using the FACT24 ENS+ mobile app, employees can independently register, de-register and re-register in alarm groups and on-call duties with just a few clicks. This allows them to respond in seconds to short-notice changes to shifts and duties. Depending on the configured permission, the user can define the desired communication channels within a group. To ensure sufficient availability, a minimum number of participants can be defined for each individual group.



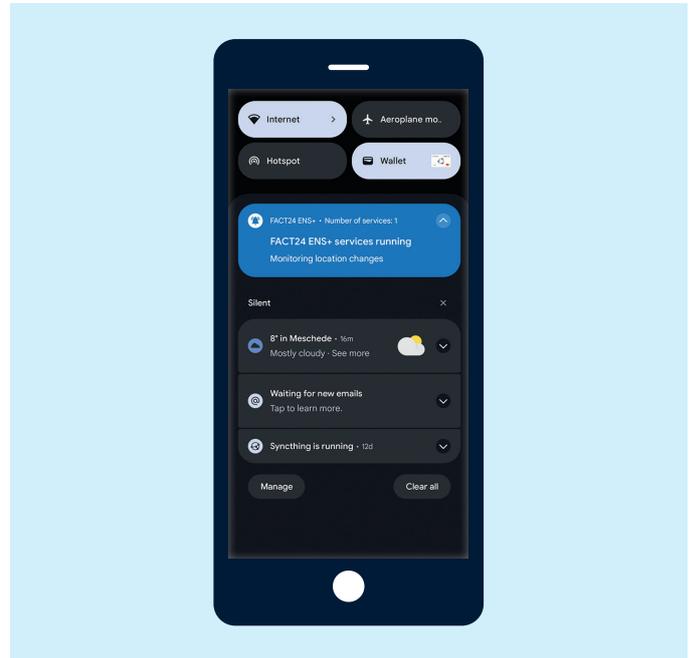
# Online collaboration



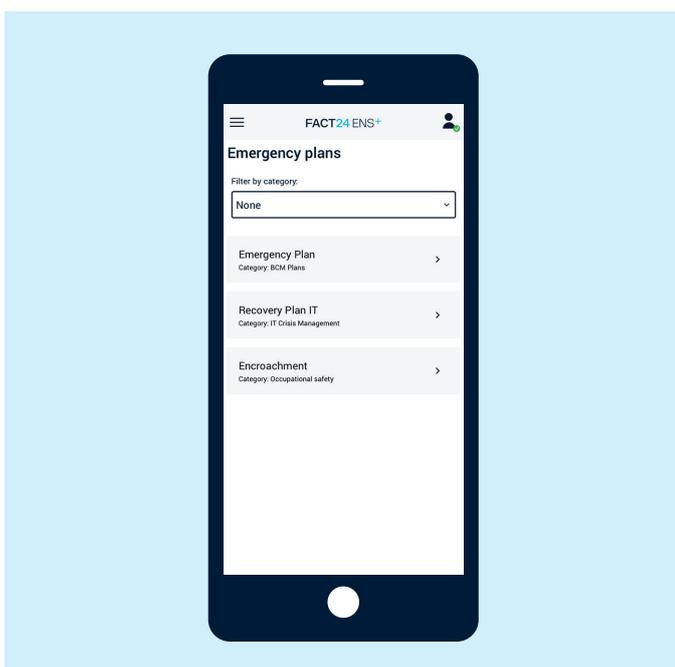
If faults or critical incidents occur, it is crucial to exchange information within the team to quickly find a solution to the problem. Taking organisational units, qualifications and availabilities into account, FACT24 ENS+ can automatically initialise group chats. Participants can coordinate themselves using web and app chat and share common documents in real time. All communication is encrypted. For documentation purposes, the chat history is saved in the reports.

# Geo-based emergency notification

Calls for help and emergencies are coordination challenges for organisations. To help with these tasks, FACT24 ENS+ offers dynamic emergency notification taking geo-information into account. Using an algorithm optimised for battery consumption, the app transmits GPS data and Bluetooth beacon location information to the central alarm and crisis management platform in a background process. This is advantageous because first responders in close proximity on a campus can be identified and informed, ensuring rapid response to critical incidents. The geofence feature is also ideal for warning staff in the event of critical incidents such as floods, storms or acts of violence.



# Contingency plans available at all times



In an emergency, it is important to have all relevant plans and information directly available. This is why FACT24 ENS+ offers the option of assigning documents to centrally defined employee groups using 'app profiles'.

When changes are made to the documents, the files are synced automatically. Despite the lack of an internet connection, documents are also available offline in the app. Categorisation means that all the documents on a topic are displayed in an overview.

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