What to Look for

When Evaluating an Emergency Management Platform

JUVARE

Ever told yourself, "We don't have those kinds of emergencies — that'll never happen to us" as you opt out of electing an emergency management platform? If so, it may only be a matter of time before your business is caught off guard with an emergency or disaster that you're not prepared to address.

To ensure operational continuity and to protect people, property, and brand reputation during a disaster, a business needs an integrated emergency management solution to prepare for and manage through any critical crisis/incident — no matter how severe.

Adequate preparedness requires an emergency management platform that utilizes cutting-edge technology to reduce costs, mitigate damage, and protect human life. Having the best incident management platform available makes financial sense. Such a system helps your company avoid being blindsided by a disaster by enabling detailed planning, effective collaboration, rapid response, complete situational awareness, and continuity of operations.

Choosing the Right Emergency Response Platform

Your organization needs a platform that helps you prepare for and respond to emergencies of any kind. When examining the crisis/incident management solutions on the market, it can be challenging to know which one to choose. In general, an innovative system should provide timely situational awareness across all stakeholders. It should also have strong communication capabilities that facilitate collaboration, tracking, and storing critical data and information.

A platform's design should be flexible enough to reflect the vendor's understanding of your needs for maintaining normal operations before, during, and after a crisis. When considering a company's crisis/incident management offerings, be sure that their system reflects these characteristics:

- The system remains flexible enough to meet all your needs.
- It supports collaboration among all team members for more rapid responses.
- Anyone, including newcomers, can easily use it.
- The vendor holds experienced leadership in emergency management technology.
- The software incorporates mobile app technology.
- The system provides a solid return on investment.

Flexible to Meet Any Need

No company is too big or too small to be affected by a crisis. The emergency management platform you adopt should have an open application programming interface (API) that can adapt to your company's industry-relevant needs. Flexibility also requires seamless integration with any third-party system.

Easy for Anyone to Use

A crisis/incident management system should be easy enough for anyone in the organization to use. Both the interface and workflow need to be intuitive enough for new and non-technical users to handle. Training people to use the system should be easy enough that they can hit the ground running.

Seasoned Leader in Emergency Management Technology

A crisis/incident management solution should come from a proven leader in the field — demonstrating the widespread use of their software in various sectors from governments to the private sector. Research the vendor's product history, current clients, technological expertise, and understanding of emergency management preparedness. Such information will give you a clear picture of how well the vendor can understand and respond to your company's unique needs.

Uses Mobile App Technology

Mobile apps prove indispensable to any network-based software. Your platform should have at least one app to help users receive time-sensitive notifications, stay connected to the incident command center and the rest of the network, and access vital data and information — whether in the office or the field.

An emergency management software package should have apps mobile-optimized and viewable from different mobile operating systems. Users should also be able to enter data into the app to be immediately available. If users go offline, the app should capture their data and sync it with the system once they come back online.

Supports Collaboration for More Rapid Responses

Successful crisis/incident management requires coordinating key company personnel, external stakeholders, and other private or public entities involved. A well-developed platform must enable all parties to communicate, share information, and coordinate their activities.

Streamlines collaboration. A platform should streamline the communication network so that information-sharing remains consistent across organizational and geographical boundaries. The system should be free of redundant channels and processes that slow down the exchange of information. The platform should serve as a common operating picture for all stakeholders — complete with dashboards configurable by role to maintain comprehensive situational awareness.

Supports information sharing. A collaborative system should leverage cloud hosting for secure information access from any device. The platform's dashboard should enable users to customize which users have access and what information they can access.

Improves communication. Improved communication enhances the effectiveness and efficiency of an emergency management system. A collaborative system allows for multiple notification types, data sharing, and publicizing appropriate information — allowing for greater situational awareness of problems and available resources. Users should be able to automate requests for aid or supplies, plan events, and employ efficient response and recovery.

Provides a Return on Investment

A crisis can result in long-term losses, such as the downtime needed to deal with an emergency. According to the research and advisory firm Gartner, a single incident can cost a company $5,600 per minute or $336,000 per hour.[1] Therefore, an emergency management platform must be able to help a company recoup its losses after an incident. It should also increase a company's savings over time by eliminating errors, improving data accuracy, reducing manual task hours, and preventing costly disruptions.

Juvare and WebEOC

Juvare, the proven leader in crisis/incident management technology, supports more than 500,000 emergency and response incidents every year. Juvare serves clients in all fifty U.S. states and twenty-five countries, and connects more than ninety-five percent of the U.S. population through its technologies. Juvare's services span several industries, including healthcare, energy, transportation, higher education, financial services, commercial enterprises, and over 500 government agencies and municipalities.

WebEOC represents the world's most widely used and field-tested crisis/incident management technology on the market. This system helps organizations worldwide prepare for, respond to, and recover from virtually any emergency quickly and efficiently. WebEOC has all the features a business requires in an emergency management platform.

Flexibility and Scalability

WebEOC scales to any organization. You can customize its dashboards, workflows, and other components to meet your organization's unique needs. Its flexibility — due partly to Juvare's open API — allows any company to adapt WebEOC to fit its emergency-related requirements.

Easy to Use and Configure

WebEOC has an intuitive workflow and user interface that allows for easy use by users at any skill level. Non-technical personnel can get up to speed quickly to begin working in the system. WebEOC also makes it easy to train new users.

Proven Leader

WebEOC represents the most widely used crisis/incident management software in the world. This platform's design has the end-user in mind, and it has been continually developed to respond to customers' needs from various sectors and industries. Juvare's knowledgeable and experienced team of emergency management experts stand ready to provide support in any situation.

The Latest Mobile App Technology

WebEOC works with any Apple iOS® or Android™ device. You can easily add or edit content from WebEOC's instantly accessible mobile app — allowing you to stay connected. The app also stores any activity you do offline and syncs data and other entries when you come back online.

Communication and Collaboration

WebEOC extends functionality by integrating seamlessly with Juvare Exchange, the first of its kind collaborative network, connecting the Juvare Community™ — a feature unmatched in the industry. Juvare Exchange allows members to collaborate and control how they share information through a streamlined, secure system.

The streamlined system delivers real-time dashboards that give a consistent and accurate view of all operations. It also facilitates seamless, synchronous communication and data sharing among team members and external partners.

Juvare Exchange allows for secure, bi-directional *data sharing and access* between stakeholders. It provides an information hub with a customizable dashboard that delivers a centralized view of all communication and coordinated response activities. Additional features include data visualization, mapping, and aggregated third-party data and analytics.

Juvare Exchange provides a shared workflow that makes inter-agency collaboration much more straightforward — resulting in more efficient and effective response and recovery times. Organizations can share among selected users or engage the entire JUVARE COMMUNITY™.

Through Juvare Exchange, your emergency response team can remove communication barriers, be proactive, and work together with confidence to solve problems. The outcome yields faster results and more precise decision-making.

Additionally, WebEOC integrates with many 3rd party solutions, including Microsoft Teams and Slack, allowing you to perform a variety of emergency management functions such as:

- Sending immediate notifications to your emergency response team and the entire organization.
- Integrating as many WebEOC boards with channels as your organization requires.
- Tailoring information you send from WebEOC to specific channels.
- Using Microsoft Teams or Slack to hold discussions or add comments on WebEOC notifications.
- Linking channels with mobile apps, video calls, and other tools.

Return on Investment

Using the WebEOC makes good business sense as well. With this collaborative platform, you can deploy resources more efficiently, remove redundant responses, and leverage shared data — all of which save time and money over the long term. For every dollar you invest in preparedness and incident management, you can save several more in the future. [2]

Conclusion

An organization should have more than the same paper-based emergency management plan it has had for years. Your business needs advanced technology ¬— collaborative, streamlined, flexible, and easy to use. Investing in a widely used, field-tested platform requires a substantial financial investment. As the leader in emergency management technology, WebEOC transforms how organizations prepare for and respond to incidents.

TALK WITH US

References
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