



Emergency Escalation and Incident Management

CLEW offers the 'Business Nirvana'- Mobility with Security and Compliance

The Issue

When high or low level incidents occur it is a huge task for management to communicate with personnel in order to alert them of the issue and take the appropriate action to contain the situation.

Contacting individuals via voice utilising a landline or mobile is inexpensive but limits management from calling multiple individuals simultaneously. Broadcast SMS can also be used to alert multiple individuals simultaneously of time-critical information however, this method has a number of drawbacks. SMS is also insecure, restricted to 160 characters, can be read by anyone with access to the member's handset and does not complete the communications loop effectively enough.

Email is another popular method of communication but unless personnel have expensive handsets or PDAs it eliminates the chance for them to be contacted when they are away from a PC. Like SMS, email is also insecure which allows the wrong individual to easily gain access to restricted or highly sensitive information.

Organisations require a more intelligent, efficient, secure and cost effective solution that completes the communications loop when communicating time-critical information with multiple individuals and enables personnel to react to a range of situations rapidly and effectively.

The Solution

Alacrity's patented and compliant Closed Loop Environment for Wireless (CLEW®) technology provides individuals and organisations with the ability to have instant and interactive communication. CLEW allows organisations to react to any type of situation and communicate time-critical information simultaneously with multiple individuals and allows those individuals to respond to that information securely using the Internet and mobile devices.

The communication activity is live, real-time and secure. This system has been designed and developed to be device, carrier, network and SIM agnostic to prevent major expenses and inconveniences to organisations and their personnel.

Importantly, only registered users can logon to view the information using multi-factor "out of band" authentication, so the information is only read by the intended recipients. No critical details are left on the handset, so security is maintained.

Alacrity's CLEW technology is currently in operations with the Royal Australian Navy.



Business Benefits

CLEW provides a number of benefits including:

- A secure, real time communication system with unlimited interaction capacity;
- CLEW is an extremely user friendly system for administrators and end users;
- CLEW isn't restricted by text so full briefs can be sent to key personnel;
- Cost effective tool that drastically reduces communications costs;
- Lean management tool that automates time-consuming tasks;
- Trusted solution with increased mobility;
- Audit trail of that communication for multiple management purposes;
- Ability to contain incidents in rapid time; and
- Reduction in stress on both management and personnel.