



INCIDENT MANAGEMENT



YOUR CITY, YOUR SAFETY, OUR COMMITMENT

 **SimplyCast**

 SMARTCITY



INTRODUCTION

SimplyCast emerged in 2009 as a provider of email marketing and communication hyperautomation in Halifax, Nova Scotia, Canada. Since then, we've secured a global customer base across 175 countries, serving prominent entities in cities and governments. At SimplyCast, we specialize in providing cutting-edge solutions tailored for Smart Cities. With over 15 years of experience, we help municipalities enhance their operational efficiency and improve the quality of life for residents.

Having achieved certification in ISO 27001, 27017, 27018, and TX-Ramp Level 2, SimplyCast is at the forefront of global engagement software. Our platform includes a suite of over 20 digital tools and channels, including emergency and non-emergency communication technologies.

INCIDENT MANAGEMENT SYSTEM OVERVIEW

SimplyCast's Incident Management System is a comprehensive solution designed to empower smart cities in reporting and containing incidents as they arise. This state of the art system combines the power of our digital tools to streamline incident identification, as well as team assignment, notification, and dispatch:

- Organizes incident data through customizable blueprints
- Alerts response teams based on urgency
- Provides a user-friendly interface for tracking reports
- Offers accurate visual representations of location-based incident data.

As well as allowing operators, administrators, and managers to oversee the performance of responders, workers, and incident management teams, this system enables users to customize forms and processes to meet their needs. Future updates will enhance mapping capabilities and improve user experience with conditional visibility features.



FEATURES

Designed with smart cities in mind, SimplyCast's Incident Management System is a comprehensive solution with many cutting edge features that streamline incident reporting, enhance communication, and optimize response efforts.

Explore how each feature contributes to the optimization of your city's incident management processes and discover capabilities that will empower your team against a range of urban challenges.

INCIDENT REPORTING SYSTEM

Streamline the reporting process by allowing civilians and city employees to report incidents through an Incident Creation Form.

Automatically log issues, capture all relevant information such as incident type and location, and deploy a quick response.

A screenshot of a web form titled "Incident Title *". Below the title field are three dropdown menus labeled "Incident Type *", "Severity *", and "Description *". The "Description *" field is a larger text area at the bottom.

RESPONSE TEAM ALERTS

When a new incident is reported, alerts are automatically sent to the designated response team based on its type and severity.

Expedite the resolution of city incidents and improve the efficiency of response teams with timely notifications that keep their information current.

FEATURES CONTINUED

INCIDENT TRACKING BOARD

Our system's main dashboard provides a comprehensive view of ongoing issues by displaying all incident records relevant to each user along with real-time updates.

By centralizing data using this dashboard, the system facilitates incident tracking and monitors responses for total transparency.




TOP WIDGET				
ACTIVE REQUESTS	INCIDENTS RESOLVED TODAY	PENDING PRESS RELEASES	PENDING ACTIONS	
4	0	2		

ACTIVE INCIDENTS				
Incident Title	Date Created	Incident Type	Severity	Acknowledged
Incident A	Apr 20th, 2024 10:12 AM	System A	3	Yes
Incident B	Apr 20th, 2024 10:15 AM	System A	4	No
Incident C	Apr 20th, 2024 10:30 AM	System B	3	No
Incident D	Apr 20th, 2024 10:33 AM	System B	3	No

BLUEPRINT REPORTING SYSTEM

This feature generates a report showcasing incidents filtered by user roles and preferences.

Customize your data visibility to ensure only the most relevant information is shown, and strategize your response based on the most pertinent incidents.



CLOSED INCIDENT REPORT	
Name	Date Closed
Incident A	Apr 20th, 2024 11:30 AM
Incident B	Apr 20th, 2024 2:10 PM

INSTANCE REVIEW PAGE

Examine the outcome of each incident in depth, including any attachments and notes.

Our system provides a detailed analysis in an organized format, perfect for data handling and thorough review.



[Back to Dashboard](#)

Incident Name: Example 1

Incident Type: 9

Severity: 13

Description: test incident

Start Time: 2024-03-29T17:29:14+00:00

Expected End Time: 2024-03-29T23:29:00+00:00

Estimated Duration: 6 hours

Press Release Requested: false

Status: 14

Acknowledgment: false

NOTES REPORT

Name

Test Name

Status: Jefferson

Assigned: Jefferson

Assigned: Jefferson

NO

Comments: 1 - 3 of 3

ATTACHMENT REPORT

Create a New Note

Note

Test Attachment

Second Attachment

Attachments

NO

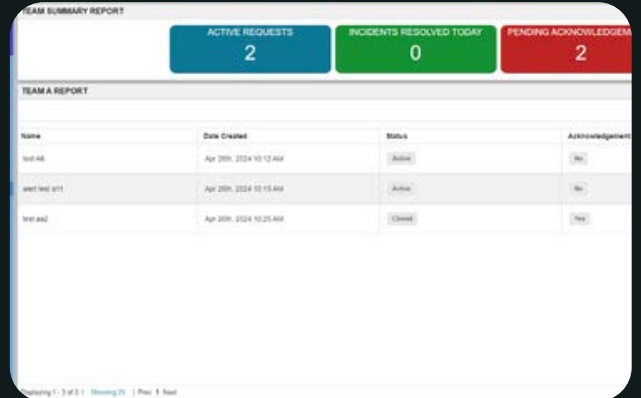
Comments: 1 - 3 of 3

FEATURES CONTINUED

TEAM SPECIFIC REPORTING DASHBOARD

A dashboard for each response team showing active requests, pending acknowledgments, and incidents resolved within a specific timeframe.

Enhance accountability, gain insight into team performance, and identify trends to aid strategies for future incident management.



TEAM SUMMARY REPORT

ACTIVE REQUESTS	INCIDENTS RESOLVED TODAY	PENDING ACKNOWLEDGEMENT
2	0	2

TEAM A REPORT

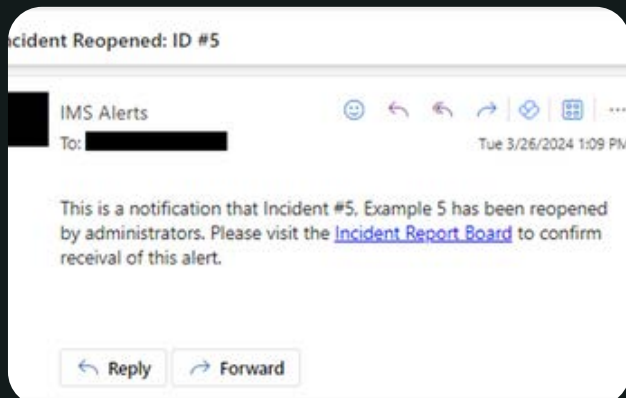
Name	Date Created	Status	Acknowledgement
Incident #1	Apr 26th, 2024 10:12 AM	Active	No
Incident #2	Apr 26th, 2024 10:15 AM	Active	No
Incident #3	Apr 26th, 2024 10:25 AM	Closed	Yes

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CUSTOMIZABLE FORM CREATION

Create custom forms and configure triggers for various incidents based on specific criteria.

Using our drag and drop form builder, you can tailor incident workflows and harness your creativity to develop a form that meets your requirements.



ADMIN NOTIFICATIONS

Send alerts to administrators when specific actions are taken by incident response team members.

By keeping administrators and relevant parties up to date, you ensure all oversight of incident handling is fully informed.

EXAMPLE USES



Emergency Response Coordination



Infrastructure Issue Tracking



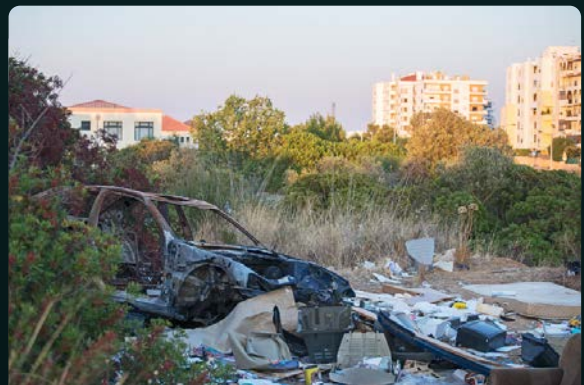
Public Safety Reporting



Health & Safety Monitoring



Event Management



Environmental Concerns Reporting

EXAMPLE USES



Maintenance Requests for
Public Amenities



Community Feedback Mechanism



Data Analysis and Reporting

Join the growing number of smart cities that trust
Simplycast's Incident Management System (IMS).

Together, we can create a safer, smarter, and more
efficient urban environment.

OUR COMMITMENT



ACCESSIBLE & VERSATILE

- Flexible technology and a fully customizable platform
- No developer assistance or special training required
- No proprietary software and equipment
- Integrates with existing hardware and processes



COMPREHENSIVE

- Suite of 20+ hyperautomated digital tools
- Communicate with a click of a button
- A frequently updated use case library
- Configurable for communication, emergency response, contact management and more



SECURE

- World-class data security
- TX Ramp Level 2 and ISO 27001, 27017, and 27018 certified
- Know where your data is stored: we maintain data servers in Canada and the USA
- Trusted by governments, cities, and businesses worldwide



INCIDENT MANAGEMENT

**READY TO OPTIMIZE YOUR CITY'S OPERATIONS?
CONTACT US TODAY FOR A FREE
CONSULTATION!**

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