



CrisisConnect Online

Who Needs It and Why



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Being able to communicate with internal and external teams during a crisis is critical to keeping everyone up to date and resolving the problem. If you experience a system outage, severe weather, an urgent client matter or corporate crisis, you need to be able to quickly and easily notify customers, employees, shareholders, attorneys and PR teams. Being able to do this quickly and easily can make or break your organization.

With CrisisConnect Online, powered by MIR 3, InterCall's web-based critical communications tool, you can take control of your messaging so you can connect with students, field teams, customers, vendors and PR and legal teams in a moment's notice through email, voice, fax, pager or text broadcasts. No matter what type of company you work for or the department you are in, CrisisConnect Online will help you get important messages to people, no matter where they are.

Industry	Need to communicate with	Can use it to
Utilities	Internal and field teams, customers, vendors	Coordinate crews for emergency outages, send service outage notices to customers, communicate weather-related incidents
Construction	Field teams and sub-contractors, site managers, project managers, vendors	Coordinate crews for regular jobs and emergencies, communicate weather-related messages, notify vendors/sub-contractors of schedule changes
Manufacturing	Corporate and field offices, distribution channels, vendors, maintenance teams	Communicate plant emergencies to corporate office, notify internal teams of system outages, alert teams of impacts to supply chain, notify field of product recalls
Retail	District managers, corporate teams, individual stores, customers, vendors, supply chain, distribution channels	Communicate store emergencies with corporate, send notifications to managers, alert distribution of disruption to supply chain
Finance / Insurance	Internal teams, field offices, clients, vendors	Share breaking news, communicate with traders, share customer/client issues
Healthcare	Internal teams, vendors, hospitals, government agencies	Coordinate emergency response teams, contact hospital staff, communicate with other key organizations and hospitals that coordinate emergency response efforts
Transportation	Customers, internal teams, distribution channels, supply chain, vendors	Coordinate re-routing efforts, implement alternative modes, communicate with regional hubs, update vendors, notify customers of changes

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AAP/EOE

Department	Need to communicate with	Can use it to
HR	Employees, vendors, corporate office	Communicate weather-related incidents, update benefits, remind employees of registration deadlines, make company announcements
IT	Internal teams, end users, vendors	Notify employees of maintenance windows, communicate with specialized teams in event of outage, alert vendors of issues
Legal	Clients, employees, internal teams	Notify teams with latest client/case information, alert employees of legal issues, communicate updates to clients
Operations	Employees, internal teams, vendors, corporate and field offices	Notify teams and customers of outages and issues, mobilize incident command teams, communicate with field employees and operation centers
PR / IR / Corporate Communications	Employees, internal and external teams, shareholders PR agencies, corporate counsel	Update key shareholders on company crises, notify crisis management teams/agencies and activate plan, alert employees of company crisis, notify media/analysts of company announcements