

# Incident Aware

## Incident Aware for Government & Public Safety

*Need to broadcast alerts or notices quickly and easily to the public in times of crisis, either to people in a specific area or region-wide? Need to notify your staff with additional information or instructions, and coordinate with all first responders simultaneously in times of crisis while having their real-time locations? Need to record details of incidents for tracking or future analysis? Need to trigger additional emergency alerting systems, post alerts to social media, trigger mass paging or integrate with other public and onsite equipment?*

Welcome to Incident Aware! Incident Aware is an innovative yet simple mobile app & web portal that does all that .... and even more. Incident Aware easily modernizes and accelerates two-way communication and information exchange within the public, external resources and within your organization, empowering precise and timely responses. Incident Aware can run on both mobile devices and desktops utilizing existing resources to instantly connect you with your subscribers, responders and staff.

Incident Aware quickly and easily guides you through recording an incident or triggering an alert using customizable templates. Incident Aware provides alerts with GPS locations, records incident details, broadcasts messages or special instructions, triggers remote devices, streamlines your record keeping, and automates workflows to simplify and optimize your responses.

In addition to receiving and pushing real-time two-way communications, Incident Aware can provide GPS locations of your users and the incident locations to accelerate and enhance emergency responses during those critical times. Incident Aware also allows staff to easily initiate location-rich panics, lockdowns and evacuation alerts, which immediately notify other users while also dialing the appropriate emergency number. Incident Aware gives everyone the ability to quickly and easily coordinate who's responding, what resources are needed and what procedures should be followed.



***Regardless of location, Incident Aware connects you and your staff to provide immediate two-way communication of emergencies, alerts, incidents, notices, bulletins and more, exactly when you need them!***

### Solutions

- Call Accounting & Tracking
- Real-time Analytics Dash
- Traffic Analysis
- Switch Management
- Contact Center Monitoring
- Emergency Notifications
- PSAP Control

### Contact Us



Sales: 888-993-2288  
Support: 604-530-9348



sales@buygenesis.com  
support@buygenesis.com



www.buygenesis.com



# Genesis



# Incident Aware



## With Incident Aware you can:

- Push general or geographically targeted broadcast notifications of emergency or alert situations regardless of your location
- Send real-time alerts via SMS and emails, social media and a public portal
- Include specific checklists/step by step instructions or guidelines with different types of situations and emergencies
- Send incident progress reports to the public & your teams in real-time
- Trigger Panic, Evacuation and Lockdown alerts with 2 clicks, which provide precise location and automatically connect the user with the appropriate emergency services (on or off-site)
- Track staff and visitors as they move in and out of your boundaries
- Notify employees and security of events requiring their immediate attention
- Distribute daily notices, special instructions, "be on the look outs", or bulletins
- Set up different groups, departments or locations with different broadcast messages
- Connect with other Genesis solutions for physical hardware integrations
- Privately send internal messages to both groups and single users
- Provide your users with instructions or information to assist in keeping people calm
- Simplify notifying users of any false alarms, alerts or emergencies
- Enable real-time exchange of notes, chats and multimedia
- Display GPS location look-up of the incident address or location
- Optionally track minute by minute locations of your users
- Plus many, many more features...



**Call Genesis for a complete list of features and customizations**

***Incident Aware not only opens communication channels between you, your teams and subscribers but encourages and empowers them to work together!***

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