

resilienceOS®

# Respond

Adapts to the Way You Want to Operate.

The **Action and Response Centre (ARC)** empowers your team to quickly understand and respond to events with real-time insights. Using tools like the Impact Calculation and Location Convergence Engines, ARC facilitates instant triage and decisive action. Seamlessly integrating with resilienceOS, including Critical Mass Communication, it ensures effective messaging during critical events. For severe situations, the **Incident and Crisis Manager (ICM)** enhances these capabilities by digitising emergency response, improving situational awareness, and streamlining decision-making across your organisation. Together, ARC and ICM provide a complete solution for rapid, adaptable crisis management.



# Action and Response Centre (ARC)

Instant Insight, Immediate Action: Triage Risks and Protect What Matters with ARC.

## Understand your risk exposure and take decisive action, instantly.

Action & Response Centre gives your team the ability to quickly and efficiently understand unfolding events and your company's exposure to them. With resilienceOS' Impact Calculation Engine and Location Convergence Engine providing a constant overwatch, Action & Response Centre gives your team the visibility and control over this data to quickly gain actionable intelligence and give you instantaneous triage ability to answer the "What's our exposure?" question.

## Summary of Key Features and Benefits \*:

- Always On Impact Calculation:**  
Integrates with threat intelligence to prioritise critical risks and enable confident, pre-emptive actions.
- Instantaneous Triage and Response:**  
Enables rapid assessment, triage, and communication with affected individuals and assets during critical events.
- Dynamic Case Creation with Real-Time Updates:**  
Monitors threats continuously, auto-generating ARC cases with live impact lists for prompt, informed responses.
- Embedded Critical Mass Communication:**  
Quickly send targeted Mass Comms from ARC, with recipient segmentation based on safety status for precise communication.
- Proactive Preparation for Future Risks:**  
Anticipates future movements and exposures using Location Convergence data, allowing for proactive risk planning and mitigation.

\* Certain features are available exclusively with the Professional or Enterprise Tiers

## Features & Tiers

Feature	Your Tier			Options
	Base	Professional	Enterprise	
Alert Monitor; Real-time impact notifications	●	●	●	
ARC: Full Triage Response. Live impact reports, people safety status & comms integrations		●	●	Requires Critical Mass Notifications Pro or Enterprise
Manage multiple response teams with full audit trail & playbook support			●	

## Action and Response Centre (ARC)

### Summary of Base Features:

#### Separate Signal (Critical Risks) from Noise (Threat Intelligence)

The Action and Response Centre Base lets you separate signal from noise right out of the box. With resilienceOS's Impact Calculation engine, you can assess risks to your locations, assets, and personnel. The Alert Monitor keeps you informed with real-time summaries of potential threats, giving you the oversight needed to protect your operations. This powerful foundation sets the stage for more advanced capabilities as your needs evolve.

#### Always-On Impact Calculation Engine

Alert fatigue is a major challenge for Operations Teams, where excessive alerts and isolated data can lead to critical risks being missed or delayed. resilienceOS addresses this with a three-vector approach: the Location Convergence Engine, Unified Threat Intelligence, and Impact Calculation Engine. Together, they enhance detection accuracy, reduce false positives, and empower your team to focus on genuine threats. By seamlessly integrating location data and threat intelligence, resilienceOS' Impact Calculation Engine helps you quickly separate signal from noise, prioritise key risks, and take confident, proactive action—all from a single platform.

#### The Alert Monitor

The Alert Monitor offers a dynamic feed of threat intelligence data, highlighting the critical risks to your organisation based on real-time monitoring from the Impact Calculation Engine. Impact Alerts are prominently displayed on the Global Situations Map and within the Alert Monitor feed, allowing you to easily sort and filter potential risks by severity and urgency.

Elevate Action and Response Centre Base with advanced capabilities in the Professional and Enterprise Tiers.

#### Professional

Includes everything in Base +

- ARC Case View
- At-a-glance Impact Analysis
- Single Response Team Access
- Customer ARC Case Creation
- Add notes and log actions
- Escalation to ICM \*
- Send Safety & Critical Mass Notification from an ARC case \*\*

#### Enterprise

Includes everything in Professional +

- SOP and Playbook linking
- Full Audit Log of Events
- Custom Response Team management