

Crisis Solutions: Watchkeeper™

Tapping new markets by turning methodologies into software tools.

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“Nexus haven’t disappointed. Their project management skills were very evident and their constant communication was excellent. We would definitely work with them again.”

Richard Whitby – Director, Crisis Solutions Ltd

Service:

TImNexus software services.

Solution:

The application supports multiple client companies, roles, and users on a single iteration of the crisis application. The system is managed centrally by Crisis Solutions own staff.

Technical:

The solution is remotely hosted on a compact web server based on Windows 2003 and separate database server. The system featured continuity IT solutions to ensure maximum availability.

The application was developed using the .NET framework and Microsoft SQL Server 2005.

Crisis management application

Crisis Solutions are Europe's leading specialist provider of crisis readiness services. Their services and solutions are supplied to some of Europe's largest companies. Their methodologies enable these organisations to quickly organise human resources and processes to effectively deal with crisis as and when they occur. Their services range from workshops and training events through to live simulated virtual crisis. Clients are taught to deal with media communications through to pandemic planning services.

Situation

The methodologies provided by Crisis Solutions are proven to be highly effective in handling crisis as they unfold. Crisis Solutions wanted to improve the implementation of these methodologies by reducing as far as possible any underlying complexity behind the required processes. This would enable their clients' crisis readiness teams to focus on the mitigating activities needed to contain the crisis.

Solution

Crisis Solutions and TImNexus mapped the methodologies to the business requirements and functional specification of a software solution that would support the methodologies in a software application. The system enables Crisis Solutions' clients to manage their predefined crisis readiness teams, their 'activation' protocols and the communications, objectives and tasks between them.

In the event of a crisis the application will 'activate' and mobilise the relevant crisis teams. The exact whereabouts of the crisis team members can be tracked along with groups' communications activities.

Activities of the crisis teams are tracked in real time; prime strategic objectives and efforts can be updated centrally by senior crisis teams and then communicated out instantly to their operational groups for tactical execution. The system provides a completely contained platform for centralising the efforts of the group.

The platform is available at a moment's notice and is able to begin coordinating the required personnel instantly. The web enabled solution provides the ideal footprint for the system which is available effectively wherever an internet portal exists.

Technical

The system was a custom built solution based on Microsoft SQL Server 2005, Microsoft Windows Server 2003, with a code base developed on the .NET 2 framework.

For more information on TImNexus' work, please visit www.tlmnexus.com or call 01273 384 250.