

An integrated alarm and crisis management solution

The perfect match with innovaphone

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F24 AG

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Innovaphone CONNECT 2022



The success story continues

- Serinus becomes FACT24 ENS+ / F24



Hybrid alerting suite



A holistic solution

- Alerting
- Technical alarm management
- Health & safety
- Crisis management

Traditional & innovative

- ESPA dates IoT
- PBX meets Collaboration

Operating model

- Local (On-Premises)
- Cloud (Off-Premises)
- Hybrid (360° Suite)

Alarm Mediagateway and Innovaphone



Integration of Innovaphone communication network

Connection via SIP, SOAP and OAP

Fixed network features

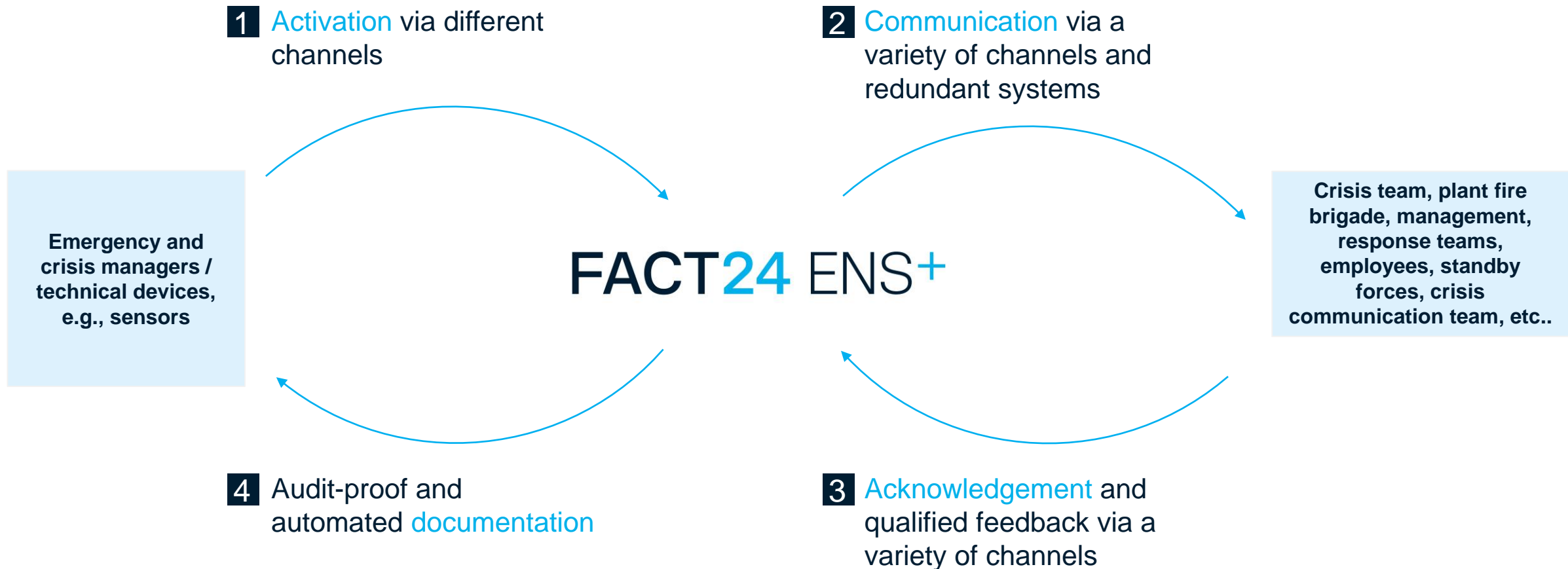
- Interactive text message with confirmation
- Call intrusion
- Call divert break through
- Integration myApps
- Automatic person import

DECT/WiFi features

- Special tones, priorities, colours
- Silent charging (override)
- Lone worker monitoring with volitional and non-volitional alerting and localisation

Classical alerting and more...

The alerting in FACT24 ENS+ follows a simple operating principle.



Every critical situation requires proactive and professional action.

If your organisation is affected by an incident ...



...you need to:



Alert teams and staff efficiently



Communicate simply and securely



Coordinate and monitor tasks in a structured way



Document all events in accordance with auditing standards





Event Inputs

- Telephone
- Contacts
- Web
- Media gateway
- PC Client
- 3rd party system
- Mobility
- IoT
- E-Mail
- Rest API
- SMS

Cockpit

- Dashboard
- Messenger
- Incident Management
- Personal Emergency Signaling System
- Conference
- Info hotline
- Collaboration
- Statistic
- Report

Workflowmanagement

- Persons
- Groups
- Qualification
- Geo data
- Scenarios
- Calendar
- Confirmation
- Escalation

Organisation

- Timezones
- Countries
- Locations
- Departments

User Portal

- Administration
- Manager
- Operator
- Organizer
- Self Check-In

Communication channels

- Voice
- Loudspeaker
- SMS
- 3rd party system
- App
- Rest API
- PC Client
- E-Mail
- Relay

Survey confirmation with up to 10 answer options

Grundeinstellungen | Empfänger & Kanäle | Nachricht | **Bestätigung & Eskalation** | Alarmbericht

Bestätigung *Pflichtfeld

Bestätigung

Umfrage

Taste (Sprachkanal)	1	Button-Text (App & Web)*	Ich brauche Hilfe!	<input checked="" type="radio"/> Bestätigen	<input type="radio"/> Neutral	<input type="radio"/> Ablehnen	⊖
Taste (Sprachkanal)	2	Button-Text (App & Web)*	Es ist alles in Ordnung.	<input type="radio"/> Bestätigen	<input checked="" type="radio"/> Neutral	<input type="radio"/> Ablehnen	⊖
Taste (Sprachkanal)	3	Button-Text (App & Web)*	Ich kann mich um andere kümmern.	<input type="radio"/> Bestätigen	<input type="radio"/> Neutral	<input checked="" type="radio"/> Ablehnen	⊖

Hinzufügen

Bitte geben Sie den **Text für Sprachkanäle** ein, z. B. "Drücken Sie 1, wenn..., drücken Sie 2, wenn...". *

Bitte drücken Sie 1, wenn Sie Hilfe benötigen. Drücken Sie 2, wenn bei Ihnen alles in Ordnung ist. Drücken Sie die 3, wenn Sie sich sogar um Personen in Ihrer Nähe kümmern können.

In the future, you can flexibly select the response options for your alarm.

You only have to configure the telephone input, button text and system interpretation.

Duty roster

DIENSTPLÄNE

Name*

Anzahl der Personen

Letzte Änderung

Von

Alle Kanaltypen

< April, 2022 >

Tag Woche Monat

Name	Abteilung	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30
Peter Test	ROOT																														
Corinna Test	ROOT																														
Besucher Webinar	ROOT																														

[+ Folge Person zum Dienstplan hinzu](#)

With duty rosters, you can now organise the persons on duty even more easily.

For each alarm, a duty roster can be selected to define who is to be alerted at what time.

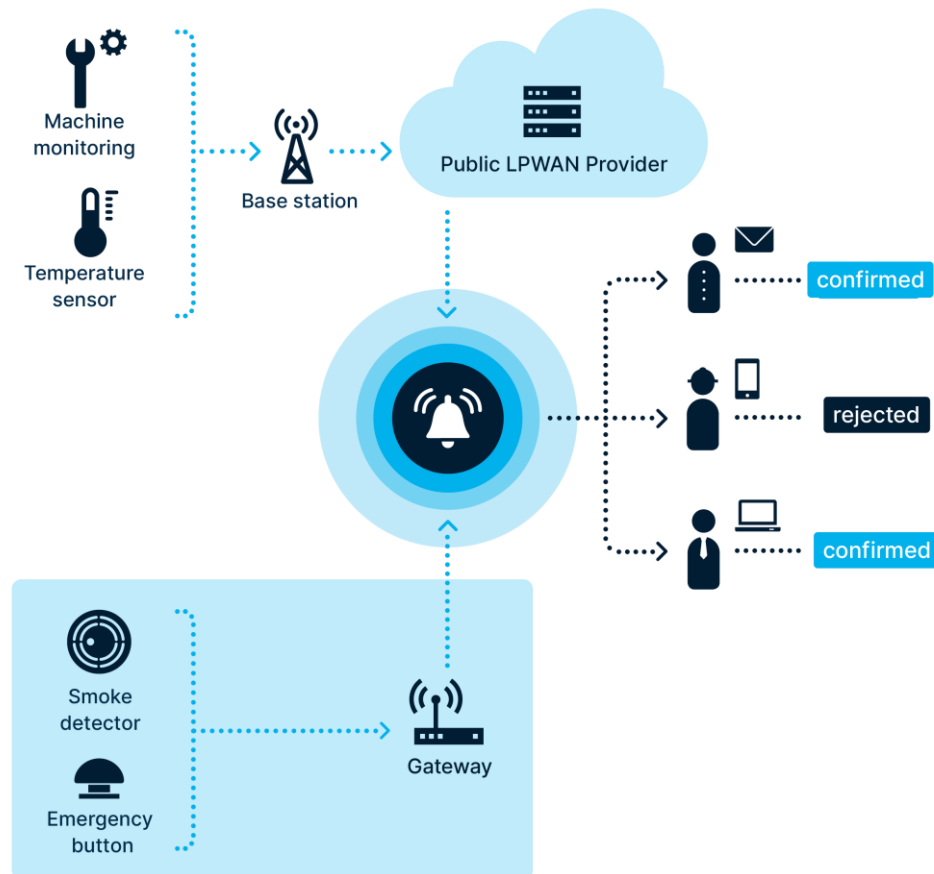
Advantage:

- Assignment of several time periods per person
- One or more persons can be assigned time periods

F24

IoT Workflow Management

Integration Narrowband / LoRaWAN IoT



- Long battery life due to extremely low energy requirements
- Excellent building penetration and coverage
- Cost-efficient implementation due to low component costs
- Best possible security for data transmission through end-to-end encryption
- Massive scalability through the networking of millions of devices in one system

Concrete example Böhler Areal in Düsseldorf

An antenna supplies the area here.



Integration of local LoRaWAN IoT components

Product examples:



Mobile trigger also with
demolition alarm



Stationary trigger as
emergency button



Magnetic contact for
monitoring doors and
windows



(Multi) sensor for monitoring
temperature, humidity,
movement, CO concentration,
light intensity



(Outdoor) measuring
sensor for connecting
contacts, pulse generator
and integrated sensor
technology

Workflow acknowledgement with up to 5 sub-tasks



Ask your employees to process up to 5 tasks after alarm confirmation.

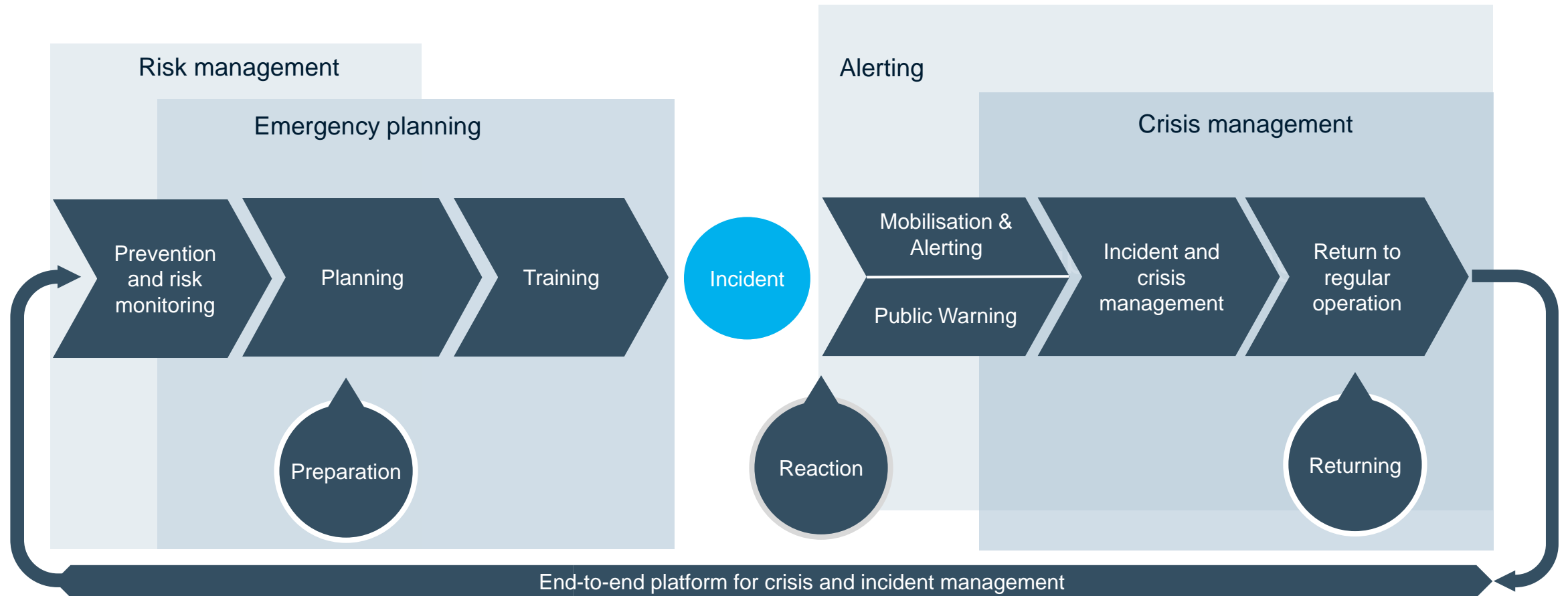
Confirmation can be done via the app as well as via [Smartwatch \(iOS\)](#).

Please note: each task can only be confirmed executed once.

Status can be transferred to a 3rd party system via a web hook.

**IT emergency, crisis and
incident management**

The F24 Group supports you in almost the entire process of Business Continuity Management (BCM).



Incident Management

The screenshot shows the 'INCIDENT MANAGEMENT: Website' interface. It features a navigation menu with 'Dokumentation', 'Alarme', 'Messenger', 'Teams', and 'Teilnehmer'. Below the menu is a list of steps: '1 Allgemeine Informationen', '2 Zuweisung der Aufgabenlisten', '3 Schnellerfassung', and '4 Einträge'. A toolbar includes icons for search, settings, and an 'Export' button. The main table displays incident records with columns for Status, Art, Letzte Änderung, Name, Beschreibung, Quelle, and Anhänge.

Status	Art	Letzte Änderung	Name	Beschreibung	Quelle	Anhänge
✓	📌	20-04-30 16:09	Website ist down			
✓	📌	20-04-16 17:14	Betrieb einer Notfallwebseite			
⚙️	📌	20-04-16 17:13	PR Meldung			🔗
⚙️	📌	20-04-16 17:12	Mitarbeiter informieren			🔗
✓	⚙️	20-04-16 17:10	Aufgabenliste hinzufügen	Task Liste(n) "Ausfall IT" wurde(n) einem Incident zugewiesen durch "bruno_pr"		

Fast and structured data entry

- Create incident
- Enter information ad hoc

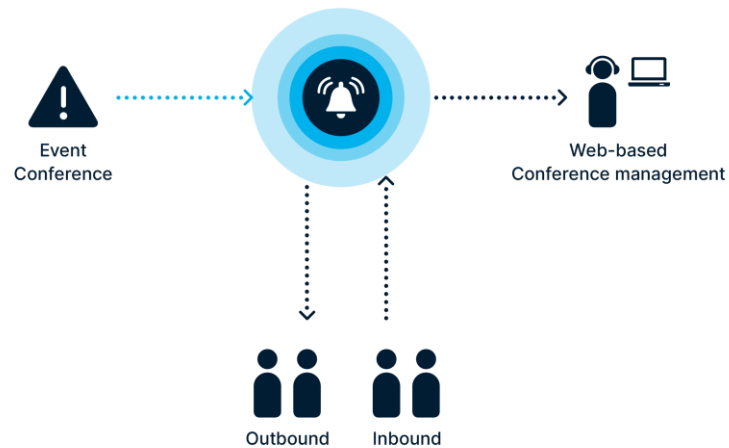
Use of predefined task lists

- Tasks
- Linked alarms
- Contact details

Logging

- Audit-proof
- Versioning
- Structured task overview
- Statistics

Conferences and collaboration



Outbound conference

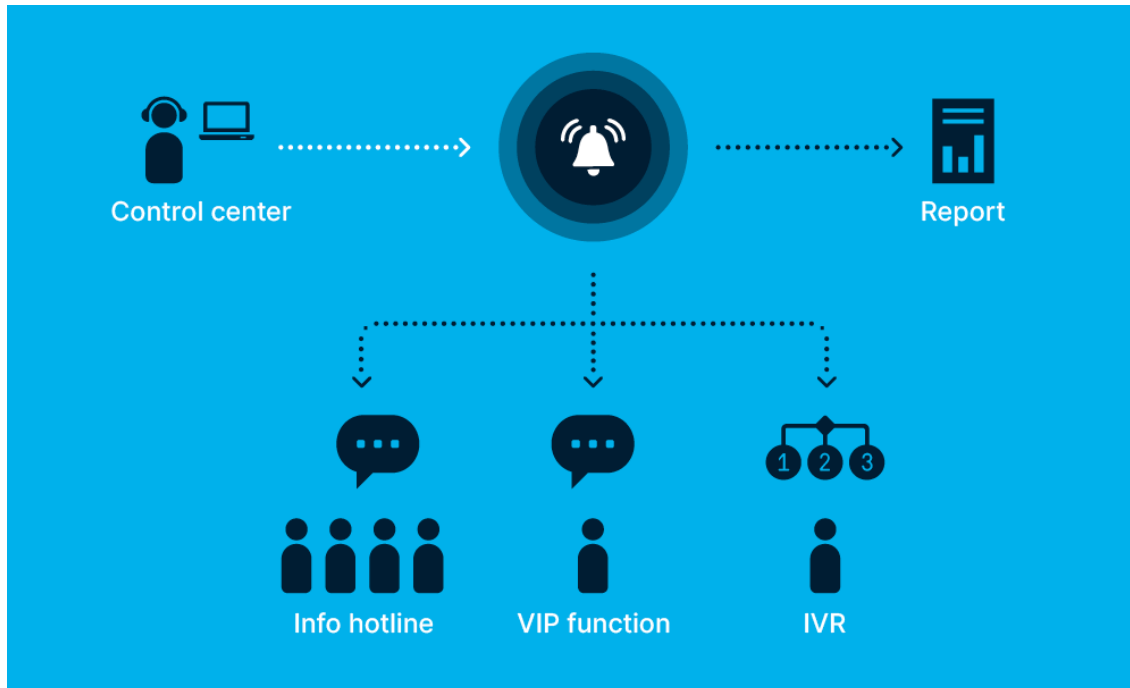
- Participants are called directly
- Up to 16 call destinations per staff member
- Configuration of ring duration
- Parallel or serial alarms

Inbound conference

- Participants receive an invitation to the conference via various communication channels
- Security through PIN query

Web management of conferences

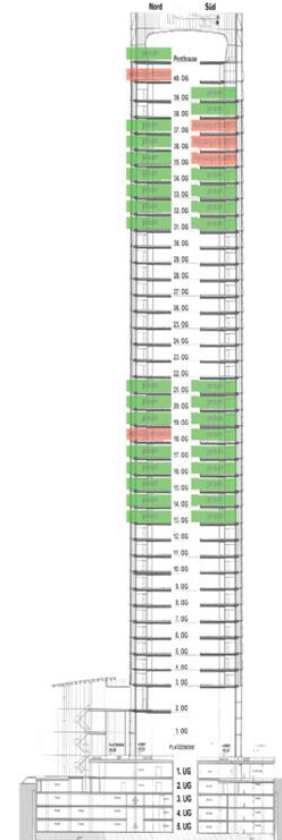
Info hotline



Info hotline functionalities

- Incoming telephone calls
- 800 parallel calls
- Activation manually or automatically as required
- Announcement of voice messages
- Text input with automatic speech conversion
- Forwarding
- Entry of connection request
- Logging

Visualizer - Customised dashboard



Uploading a background

Use of the modules

- Alarm display and triggering
- Launch form Light
- Display localisation with radius
- Display of persons per area

A kind of real-time tracking is supported for various DECT systems.

FACT24 ENS: Highest requirements for availability and certification



Quick setup: usually within

48 hours

Used in more than
100 countries



24/7



top-quality personal support
provided by experienced highly-
skilled staff

99.99%
guaranteed availability for alerting
services and 99.5% for all other
FACT24 services



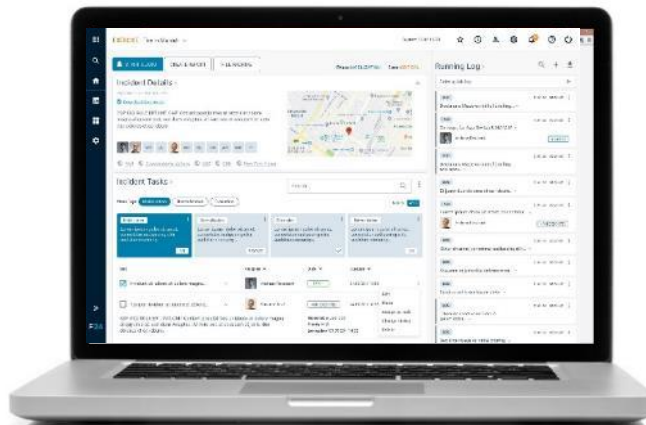
Data is protected in compliance with
GDPR
using comprehensive technical and
organisational measures

100%

Software-as-a-Service

ISO certified

FACT24 is developed and operated
under a management system
certified by ISO/IEC 27001 and
22301.



**„ We cannot prevent crises,
but we help to overcome them“**