



IncidentPortal™ is a secure Web-based enterprise solution for monitoring, managing, and mitigating incidents. IncidentPortal offers the most advanced and comprehensive alert and notification capabilities for sending, receiving, and sharing data over wired and wireless devices. With IncidentPortal, people will receive warnings earlier, respond faster, and make better informed decisions. IncidentPortal delivers the **right data to the right people at the right time, anywhere on any device.**

IncidentPortal is built on *mobile*FOUNDATIONS' AlertWorks™ components: Java building blocks that provide monitoring, alerting, and incident management capabilities. These components are based on technologies developed for the United States space program. Despite its power, IncidentPortal's capabilities are accessed via a user-friendly Web browser interface. Key elements of IncidentPortal are described below.

One-Way and Two-Way Wireless Alert Notification and Response

IncidentPortal supports one-way and two-way alerting to: pagers, phones, PDA's and PC's via text messaging, email, paging, or voice (using our telephony option). IncidentPortal supports the following protocols: SMS, SMTP, WCTP, TAP, SNPP.

This flexibility means that IncidentPortal will support the devices you use today and those that you will purchase in the future to maximize your investment.



Automated Escalation and Workflow

IncidentPortal allows you to set up predefined scenarios that instruct IncidentPortal whom to alert, (by names or groups), when to alert, what content to send, how to alert (which devices), and escalation methods (group alerts, call trees, round robins, etc.). You can also define how often to send updates and reminders. All of these options ensure that your responders receive the unique and specific content that they need quickly.

IncidentPortal also provides the capability to send "Ad hoc" alerts for those situations that are not covered by your predefined scenarios.

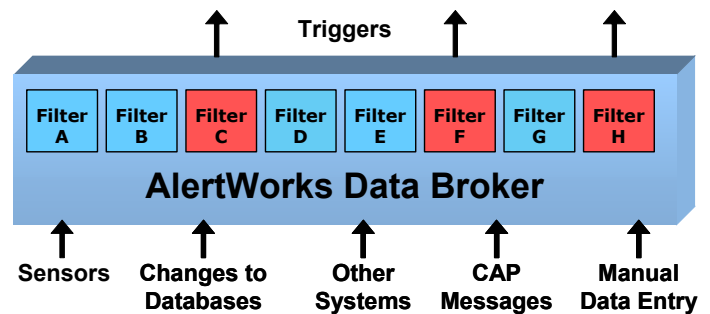
Visual Tracking of Alert Status

IncidentPortal graphically displays the status of all alerts, responses, and escalations. Also, it allows you to maintain situation awareness of the status of your responders, and enables 100% accountability.

- ▼ [Event #311](#)
- ⓘ [RP Dispatcher \(Regional Public Safety Dispatch\) - Notified by E-Mail at 04/11/2003 04:35:03 PM](#)
- ✖ [Carol Jones \(ACOS Public Safety\) - Notified by Wireless Web at 04/11/2003 04:35:03 PM](#)
- ✔ [David Gillen \(Base EOC\) - Notified by Pager at 04/11/2003 04:35:03 PM](#)

Automated Monitoring and Alerting

IncidentPortal uses the AlertWorks™ Data Broker to autonomously monitor external data sources (e.g., chemical and biological sensors) based on user-defined filters (triggers). Upon detecting a trigger, IncidentPortal automatically completes incident reports, sends initial alerts, and sends updates as needed. This relieves your staff from time-consuming monitoring, logging, and alerting duties.



Versions of IncidentPortal

mobileFOUNDATIONS is now offering several versions of IncidentPortal to match our customers' needs and budgets. Our products range from a basic stand-alone two-way alerting system to a sophisticated sensor monitoring system. The features included in each option are described below:

IncidentPortal Standard

- One- and two-way alerting
- Scenario and ad-hoc alerting
- Individual and group notification
- Shift scheduling
- Escalation
- Wireless Web browsing
- User and device profiles for alerting

IncidentPortal Advanced

- All of the Standard features, plus
- Discussion Threads
- Web-based resource storage and access
- Support for the Common Alerting Protocol (CAP)

IncidentPortal Premier

- All of the Advanced features, plus
- Automated monitoring of external data sources for incident triggers

Add-On Options

Additional options can be added to IncidentPortal (Standard through Premier) to enhance the capabilities of the core IncidentPortal system. These options include:

- **Collaboration Tools** – Seamlessly integrated secure real-time collaboration tools, including chat, screen sharing, and whiteboarding.
- **Replication and Failover** – IncidentPortal is a mission critical application, so it can run either standalone or on multiple computers simultaneously to increase reliability and performance. These features enable IncidentPortal to be highly scalable for mass notification and fault tolerance.
- **Telephony** – Out-of-the-box, IncidentPortal delivers state-of-the-art wireless data interoperability. Interactive voice alerting and response can be added for even further interoperability options.