



Strength in experience – Vision in the future

Tide AID

Multichannel communication and
Incident management portal



Tide AID

TAID is centralized portal for multi channel communication and incident management among different groups of people and devices regardless of location - globally

- Browser based portal, mobile applications for field personnel
- SaaS (Software As An Service) platform
- No startup costs or hardware installations





Business continuity planning



TAID is important part of corporate solution design to achieve accepted recovery time objectives

- Crisis management
- Situation awareness
- Rapid communication among remote personnel
- Field force toolkit
- Role based task assignment
- Group communication



Locations and Groups



TAID allows persons to be grouped any way needed for versatile communication and management needs

- Geographical areas
- Locations and groups on map
- Rapid mass messaging
 - SMS
 - Email
 - Computer alarms
 - Info screen alarms
 - Group phone calls
- Dynamic groups - persons inside an area

Incident management



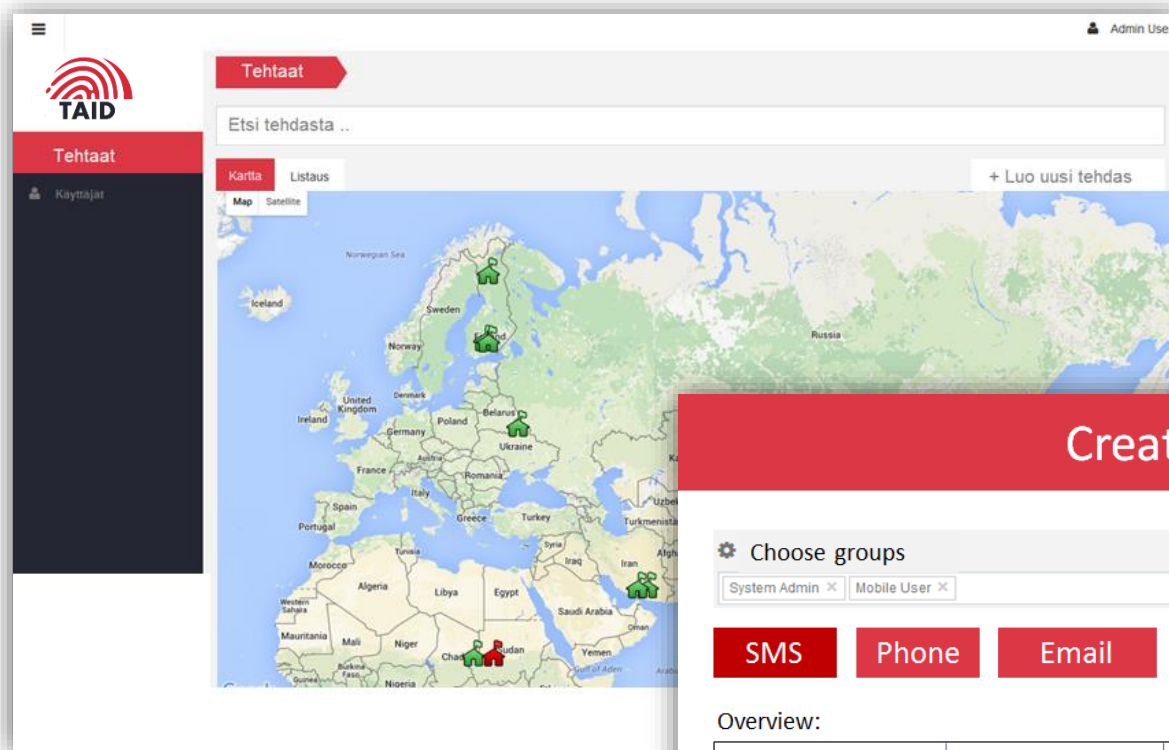
Starting group communication also generates incident that can be accessed with browser or mobile application

- Person comments
- Action and comment log
- Attachments
- Further communication



Look & Feel

Graphical overview of sites and incidents



Create incident

Choose groups
System Admin x Mobile User x

ID: 18896
Incident description

SMS Phone Email

Overview:

10.10.2015 12:03	Maija Mallinen	Created incident ID 18896
10.10.2015 12:05	Maija Mallinen	Chose group: System Admin- launched Phone
10.10.2015 12:06	TAID Service	Phone – did not answer: 0456791895 (Ville Virtanen)
10.10.2015 12:06	TAID Service	Phone Call: 0456791896 (John Doe), 0401231234 (Matti Möttönen)
10.10.2015 12:07	Matti Möttönen	Created report: Alarm Report 10.10.2015
10.10.2015 12:09	Matti Möttönen	Ack Alarm.



Thank you!

www.tide.fi