



Estuate's Crisis Control Centre

By Indiasafe.com

Today's frequently-occurring natural disasters, coupled with the increasing threat of terrorist attacks, prompt the need for more effective, timely and reliable disaster response and management systems. Using proven, available technology, Estuate's Crisis Control Centre (CCC) solution enables governments and relief/response organizations to build and use a single version of the truth and develop predefined action plans, with effective communication and coordination among internal and external emergency response teams.

In addition, sophisticated data matching and user-friendly, self-service reporting leverage data across multiple platforms and enable critical decisions to be made more efficiently, with lower risk.

The Crisis Control Centre provides a systematic, proactive approach to guide departments and agencies, both governmental and private, to work seamlessly in unison to minimize disaster damage.

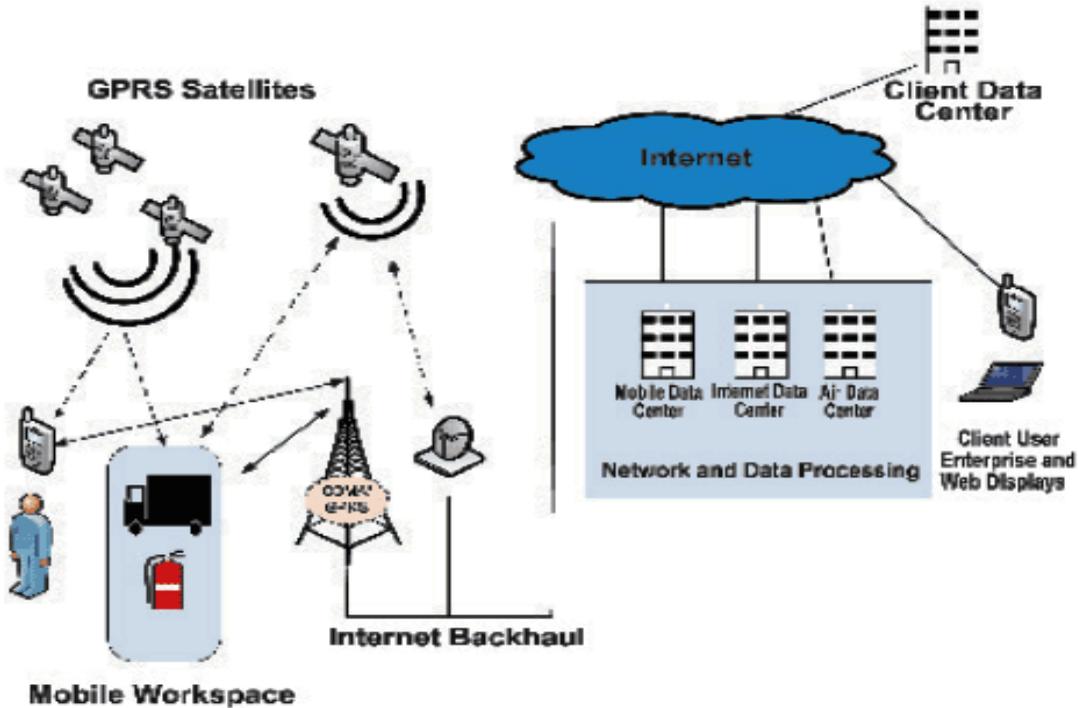
The Crisis Control Centre supports a wide range of crisis conditions such as natural disasters - earthquakes, floods, cyclones, landslides, winter storms, tsunamis; terrorist incidents - bombings, shootings, hostage situations; nuclear radiation leakage, dam, bridge and building collapses; health-related - epidemics and disease outbreaks; vehicle crashes - airplanes, trains, road vehicles; fire-related disasters - forest fires, building fires and civil unrest.

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Emergency Operations Centres (EOCs)

CCC supports the set-up and support of Emergency Operations Centres—typically large conference rooms with projectors, large screens, flipcharts, phones, video conferencing and other tools. While these EOCs are well-established and highly-effective, they present challenges where staff members must physically relocate to the EOC to participate in recovery efforts, leading to potential delays during critical periods.



Over the last few decades, the importance of effective information management is being recognized as a cornerstone of crisis management within an EOC. By conceiving an EOC as a virtual facility using an Internet backbone, we eliminate the constraints of traditional EOCs and operationalize them in minutes.

The applications in virtual EOCs range from emergency response planning for short-range early warning to longer-range tools involving mitigation and prevention planning. In the virtual world, all the functions a team needs to perform during incident assessment and recovery are available from anywhere, at any time - all enabled by the Internet.

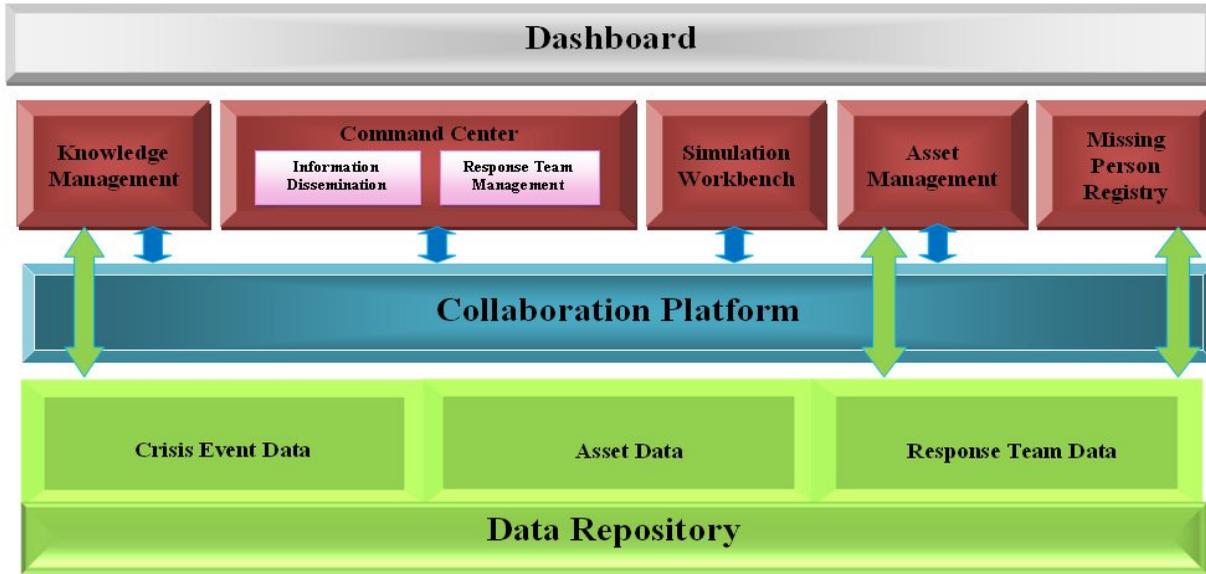
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Highlights of the Crisis Control Centre

1. Dashboard

The CCC Dashboard provides all team members with common, critical information at a glance. To assist with ongoing recovery efforts, the Dashboard provides a crisis description and details, key contacts with the response team, electronic alerts displaying the tasks/ activities requiring immediate attention for relief and rescue operations, and status of major activities.



2. Knowledge Management

The Knowledge Management module tracks and stores details of incidents raised and closed during the disaster management process. It is a repository of previous responses, with details of what worked well and lessons learned. It has an ability to store a wide range of relevant data elements, such as building plans, local health care facilities, police stations, national guards, etc. A set of Web pages provides status reporting and tracking, as well as a list of active incidents based on severity level by department assigned, with assigned action items to contacts for each department such as government officials, task force members and key public influencers. Data from past crises can be used for comparison reporting based on success ratings calculated by the Crisis Control System.

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3. Command Centre

The Command Centre module houses both the Response Team Management and Information Dissemination functions. It provides privileges to CCC administrators for adding new zones to the application, maintaining details on newly-added zones, maintaining information on task force members by organization or department, and maintaining pre-defined templates for a common crisis or a new crisis.

Response Team Management develops crisis-specific deployment strategy. It creates task force and gets response teams identified across government and non-government entities.

Information Dissemination (both external and internal) Module however, has the ability to compile information and distribute them to decision-makers, task forces, general public via websites/ TV/news media. It has the provision to segregate information by role and can guide on what information should be shared with what audience.

The screenshot displays the National Security Crisis Control Centre (NSG CCC) web interface. The header features the logo and text "NATIONAL SECURITY | Crisis Control Centre" along with a user greeting "Welcome Sam | Level (District) | Logout" and a search bar. Below the header, an "UPDATES" section shows a notification: "NSG Commandos have been dispatched from Delhi unit". A left-hand navigation menu includes: Dashboard, Knowledge Management, Execution Team, Collaborative Platform (highlighted), Team Setup, Simulator, Missing Persons Registry, and Available Assets. The main content area is titled "Collaborative Platform" and contains a "TOOLS" section with six icons: SMS, Instant Messenger, Document Sharing, Email, Web Conferencing, and Land and Cell Phone. To the right, there are sections for "ANNOUNCEMENTS" (with two entries), "ACTIVE MEMBERS" (listing Manoj and Satish), and "RECENT FILES" (listing PlanofAction.pdf). The footer contains the copyright notice "(C) National Security (CRN: 199201624D) All Rights Reserved" and "Powered by estuate".

4. Simulation Workbench

The Simulation Workbench provides facilities for exercising crisis management process using mock drills. This helps the task force team take action effectively when a real crisis occurs.

5. Asset Management

The Asset Management module provides details of all available crisis management resources, their locations, and a list of already-deployed assets in a particular crisis region.

6. Missing Persons Registry

The Missing Persons Registry contains name, age, address, contact details, photograph and description of appearance, employer/self-employed, passport, driver's license, blood group and other details.

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Crises Name	Size	Rating
Diverting traffic...	1 MB	***
Hospital arrangements	1 MB	***
Setting up of 24hrs help...	1 MB	***

7. Collaboration Platform

The Collaboration Platform enables communication among crisis response team members and related parties. It supports real-time audio and video conferencing, SMS and document-sharing in a virtual environment. Incident managers initiate calls with required team members, thus creating a virtual command centre.

8. Data Repository

The Data Repository houses all Crisis Control Centre data, including crisis event details, response team data, asset details, and a library of all documents related to various crises.

About Estuate

Founded in 2004, Estuate is a global information technology (IT) services company based in the heart of Silicon Valley. With deep Oracle applications product development roots, it provides world-class software product development services to software companies, and high-value application implementation and management services to enterprise clients.

For more information, contact Marc Hebert at 510-468-7132 or email at marc@estuate.com.



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