



 **CIM**<sup>®</sup>

Incident and Crisis  
Management Software

# Incident and Crisis Management

**The way that your business handles a crisis can directly affect the damage done to people, property and the environment, as well as limiting the reputational damage that often results.**

When the unexpected happens, it is too late to make plans there and then. No one can fully prevent incidents from happening, but with well-structured preparedness you can limit the damage, take care of those involved and ultimately reduce the impact on your business.

CIM provides the platform for businesses to plan for, manage and review incidents and crises in a structured and user-friendly environment.



## Effective Incident and Crisis Management - What does it look like?

Relevant, accurate and timely information is the lifeblood of the crisis management team and no matter how good your team is, it is essential that they have the right tools in place to enable this. In today's hyper-connected world, it is essential that organisations move towards tools that allow them to keep up with the speed at which information now travels.

CIM features a number of modules to help you manage information more effectively during the response to an incident, regardless of the size and complexity of the business. The system provides:

- ✓ The ability to create, administer and update your emergency and crisis management plans, which can be fully embedded into the system
- ✓ A comprehensive notification and mobilisation tool, allowing you to communicate via email, SMS and voice both internally and externally
- ✓ Role-based checklists for different incident types
- ✓ A full chronological running log
- ✓ Task distribution and management
- ✓ The ability to build a situational picture in real-time
- ✓ Tools for handling casualties and next-of-kin
- ✓ A full media enquiry and press-release management tool
- ✓ Customisable reports for post-crisis review and audit purposes



## Secure Access - Whenever and Wherever

Crises often hit when we least expect it, therefore it is important that any tools we use are accessible and secure, 24/7. CIM can be accessed from any internet enabled device, including smart phones and tablets, for which we also provide a mobile app for easy authentication. As a software provider for local and national government, energy, aviation and critical national infrastructure, One Voice operates strict internal and external quality and security policies.

# CIM in Different Industries

CIM has been implemented in over 700 organisations across a wide variety of industries, demonstrating its inherent flexibility and commitment to the core principles of incident and crisis management. Today, the system is used in energy production, offshore engineering, the public sector, aviation, food production and transport but to name a few. Our clients include blue chip organisations such as Total, Vattenfall and Siemens but can also be adapted for local authorities or manufacturing companies.

Over time, feedback from our clients has shaped the way in which the system looks, feels and operates today and as our presence has grown in certain key sectors, CIM has been enhanced with a number of modules designed specifically for teams in those industries. Subsequently, sector-specific versions of the tool have become increasingly popular with new clients, who are able to benefit from our years of experience in supporting organisations facing the same issues as them. The modular structure of the system also allows them to add new modules with ease as their business processes demand.

## Flexible and Scalable

CIM's flexibility has allowed us to implement the solution across numerous other industries, each of which appreciate how it can adapt to incidents of any type or severity. Our consultants have decades of experience in supporting some of the world's largest companies and regardless of the crisis management challenges you face, CIM can provide a solution.

Get in touch with us and see how we can help your organisation!

## Trusted by:

---



# Want to know more about CIM and One Voice?

Get in touch by email, phone or through our website to learn more about how we help hundreds of organisations prepare, respond and improve.

Visit [onevoice.co.uk](http://onevoice.co.uk)



**Andy Carvell**

Managing Director  
+44 (0) 203 9504 515  
[andrew@onevoice.co.uk](mailto:andrew@onevoice.co.uk)



**Kjetil Mollan**

CEO International  
+47 924 31 090  
[kjetil@onevoice.co.uk](mailto:kjetil@onevoice.co.uk)



**Attallah McKay**

Senior Account Manager  
+44 (0) 203 9504 516  
[attallah@onevoice.co.uk](mailto:attallah@onevoice.co.uk)



**Jamie Milligan**

Business Development Manager  
+44 (0)203 9504 514  
[jamie@onevoice.co.uk](mailto:jamie@onevoice.co.uk)