

C-One

Essential Communication Made Simple



Rethink Essential Communications

With C-One you can integrate people in your organization into one essential communication system.



What is essential communication?

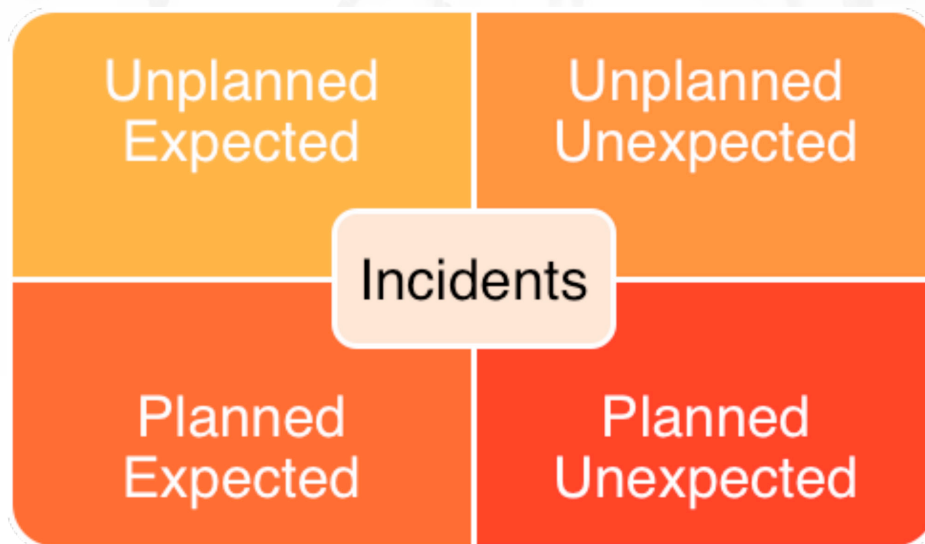
Enterprise communication can take on many forms. We are all used to email, telephony and other messaging systems such as Slack or Whatsapp. They are all sufficient for general communication.

Essential communication on the other hand refers to communication with customers, employees and other stakeholders which are critical in order to make daily operations flowing and secure. Essential communication places different demands on the communication system. Besides a simple way of communicating critical communication require situational awareness and central steering.

The C-One combines communication and situational awareness to create a solution for essential enterprise communication.

Incidents in operations

Incidents will always occur in the operations, no matter what your business is about. When they occur you need a system that supports you in your efforts to manage them.



Planned incidents are managed via predefined processes. However, unplanned incidents require certain capabilities. The most important ones are execution, decision making and situational awareness. These capabilities are the foundation of C-One.

What is C-One

C-One is built to manage essential communication. The product works due to a combination of features. The most important are:

Social Media Communication – SMC

Built around the modern way of communicating

Social Awareness Management – SAM

Keep control over the situation at all times with a SAM central

Collaboration Control

Roles and structures in the system enables collaboration control

Case Management

Incidents leads to cases that are managed and resolved in the system

Role Design

Roles design ensures the right information reaches the right people at the right time

Traceability

Data generated during communication is automatically archived and easy to find

Security Architecture

With a native app the system has been built to be secure at all levels

Adaptability

The system has been built to fit your organization



With C-one different roles have different permissions. A situational awareness central has an overview of the situation and delegate assignments.

SMC – Social Media Communication

The system uses existing human connections, communications and behavior in a social media context in order to create a new, more intuitive approach to incident management.

With C-One, everyone has the ability to view, comment, and share photos, videos, sound clips, files and text. Once this content is shared, other users have the opportunity to interact with the posted material.

SMC embraces the modern way of communicating while still maintaining hierarchical structures. Before social media, most communication had an intended receiver; now, however, social media is characterized by its instant communication to not one receiver, but an entire group. What's more, thanks to quick links, texting and rich media, events can be reported in real time during ongoing events.

With SMC, **business operations become streamlined**, leadtimes become shortened, and response times become faster, all thanks to effective case management and collaboration control.



SAM – Situational Awareness Management

The C-One system has been designed to recognize and manage critical incidents as and when they occur.

Incident reports and case management become simpler and more user-friendly than ever with SMC, and communication is always clearly visible thanks to the built-in central system view, giving the SAM central a full overview of each incident, both on a local and a central level.

Situational Awareness Management provides a representation of each individual incident, allowing the relevant personnel to act or manage each situation appropriately. In this way, real-time situational awareness helps to improve decision-making, creating positive outcomes in situations where every second counts.

This solution provides **operational control** and risk management, while allowing for the setup and control of social communication. SAM is further supported by field personnel and their reports, rich media messaging ensuring quality reporting and accurate situational awareness.



C-One combines communication and situational awareness.

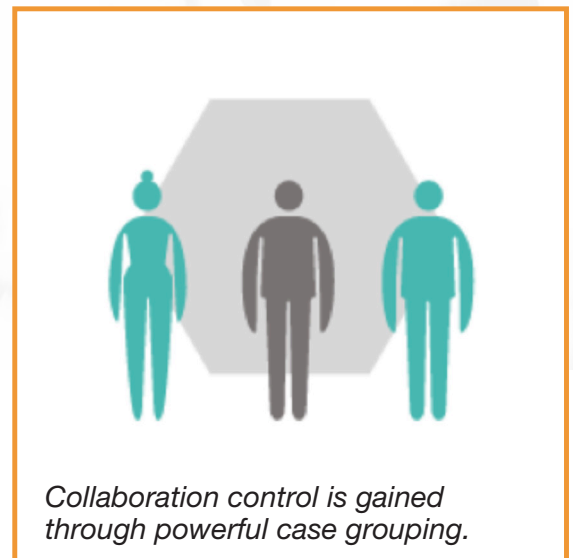
Collaboration Control

The C-One system has been designed to support collaboration and team-work.

Role design, effective case management and information structure combine successfully in order to deliver collaboration control - the right information reaching the right people with complete traceability, and a full overview available through the Situational Awareness Management feature.

Effective collaboration is achieved through bringing users and media to-gether in each reported case.

This unique solution offers both operational control and risk management, while allowing you complete control over the setup of your social media communication.



Case Management

The C-One system is built around a case in its entirety, following each one from its creation by a particular user to its ultimate resolution and outcome.

Cases are posted for all predefined receivers to view in the same way they would a post on social media. Available resources are then able to act appropriately, whether by commenting, sending pictures or distributing assignments.

Every case is handled at the appropriate level, with the relevant resources brought to bear. While each case supports regular business operations, it can also become the catalyst for an escalated activity. Cases can be divided, expanded, prioritized or erased, with fitting solutions allowing for each one to move seamlessly through the organization.

Case management allows for **operational control** and risk management - the structure of each case, along with its particular roles and access levels, enabling you to control your communication, and ultimately, your operations.



Dynamic case rights enable effective case management.

Role Design

The C-One system has been designed with well-defined roles for all users, in this way ensuring that the right information reaches the right people at the right time.

Thanks to its premium flexibility, the C-One system is able to cater for users of different types. When accessing the system, each user is assigned a different system role, providing them with certain permissions defining what they are able to do, as well as a certain content access level defining what they are able to see.

Each different role is ascribed a different authority, allowing each solution to adapt to your organization's specific hierarchy. Roles can be defined in processes, in events, and in collaboration, or even completely separate from the organizational structure itself.

The role design of C-One allows you to **leverage your organization's structure**, empowering all those involved in its communication to take responsibility and use their skills to the best of their ability. In this way, C-One is supported by the combination of both hierarchical and social media communication.



Traceability

The C-One system is fitted with a comprehensive tracking functionality in order to review events from start to finish and analyse the actions taken.

All data generated during communications is automatically archived and easy to find.

With a complete tracking functionality, C-One is able to store all media and communications, ensuring that every interaction is fully traceable in order to provide data for further scrutiny and analysis.

Traceability enables **continuous improvement**, with analytical capabilities providing the foundation for long-term operational modifications and updates. This is supported by the rich information quality enabled by social media communication, and gives C-One ongoing relevance in the marketplace.



C-One provides full traceability of cases and reports.

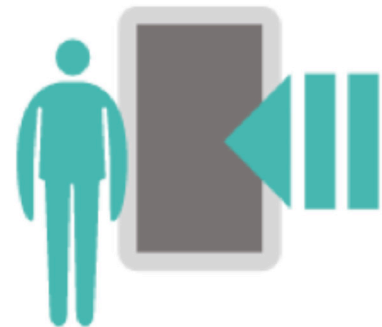
Security Architecture

The C-One system has been designed to be a fully comprehensive, safe, secure communications solution.

Whether your data is active or static, the C-One system with its built-in native app will protect the integrity of your information at all times, giving you complete control over your system users, user rights, and your organization's communication as a whole.

Thanks to the architecture of the C-One system's security, user rights and content access can be controlled on an individual case-by-case basis. This unique solution makes use of secure native apps that can be installed on regular smartphones, controlling the content that users are able to see, and the actions they are able to take.

Security architecture allows for **operational control** and provides effective risk management, including communication control and the setup of social communication. This infrastructure is supported by the built-in native app, and is a smart solution that allows for the sharing of certain information with certain users only.



Your data is safe and controlled with C-One.

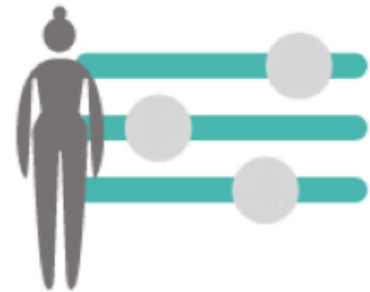
Adaptability

The C-One system has been designed to fit your organization, both in terms of its organizational structure and its existing tools.

Roles, cases and structured information make every solution easy to adjust to your particular organization, the adaptability of the C-One system creating a means of integrating each solution with your existing systems.

The communication setup of the C-One system can be adapted to different organizations, methods and processes. It can also support events within a structured organization. Not only does this allow for premium flexibility in its installation, it also allows scope for solutions that deliver relevant information on a need-to-know basis. Further to this, iOS and Android compatibility make for a flexible, affordable user base expansion, particularly when complementing existing radio communications.

Bespoke role design allows you to **leverage your organization's structure**, empowering users to take responsibility and use their skills to the best of their ability. In this way, role design and collaboration are key in helping C-One to strengthen the existing structure of an organization.



Administer your communication efficiently with C-One's built in adaptability