

F24 Web-Seminar with RiskNZ

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How to Overcome the Chaos Caused by any Crisis

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F24 Australasia & Asia Pacific

F24 Web-seminar

Public



Agenda

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- **Introduction to F24**
- **The Cost of a Crisis**
- **The Chaotic Nature of a Crisis**
- **How to Reduce the Chaos of a Crisis Situation**
 - Key challenges in managing a crisis
 - How to manage a multitude of tasks and have structured incident collaborations
 - How to control information flows
- **Future Workshop: Crisis Management with FACT24**
- **Summary**

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Meet the Speaker

Speaker Info

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Head of Operations, Asia Pacific

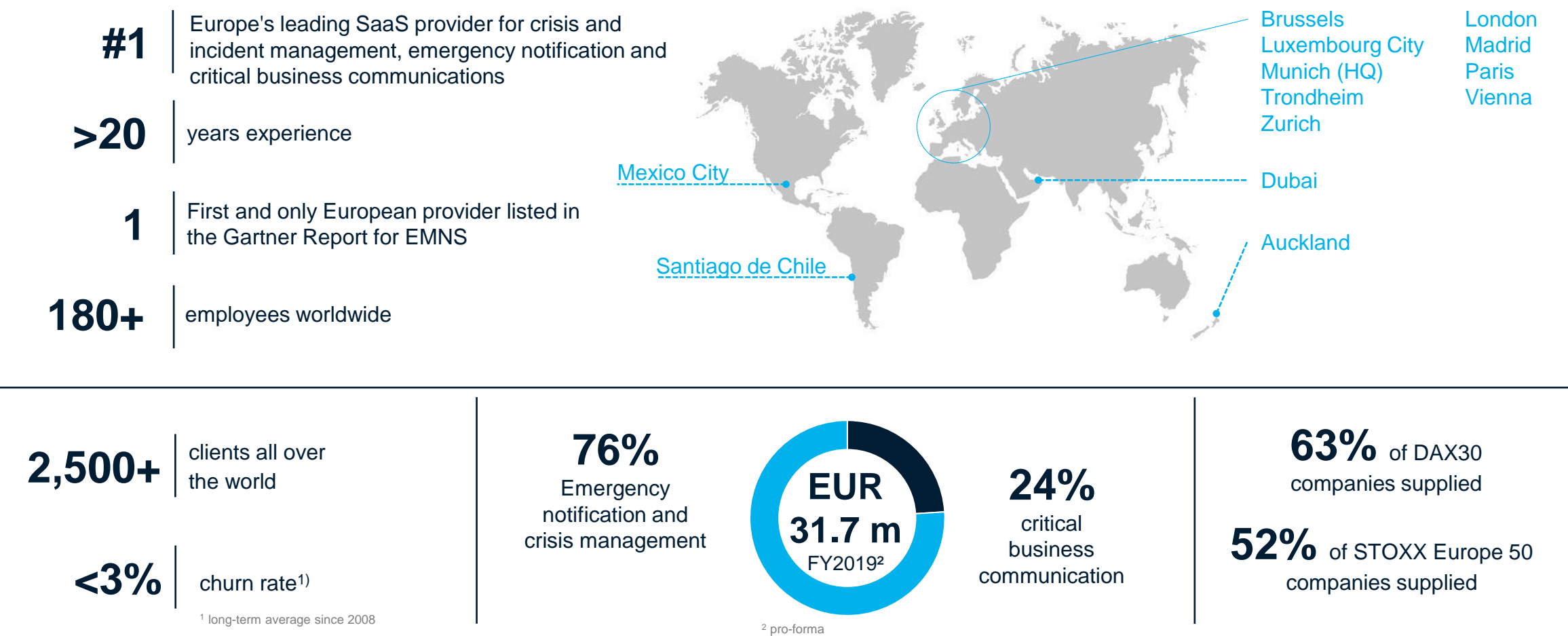
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F24 - That Great Feeling of Being Equipped to Deal with any Critical Situation



More than 2,500 Clients Worldwide Trust in F24.



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Industry



Transport and
Logistics



Airlines



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IT and Tele-
communications



Healthcare
Sector



Public
Organisations



Financial
Services



BMW
GROUP



DAIMLER



AIRBUS



Eurowings



RYANAIR



vueling



Beiersdorf



SIEMENS



Atos



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The Cost of a Crisis

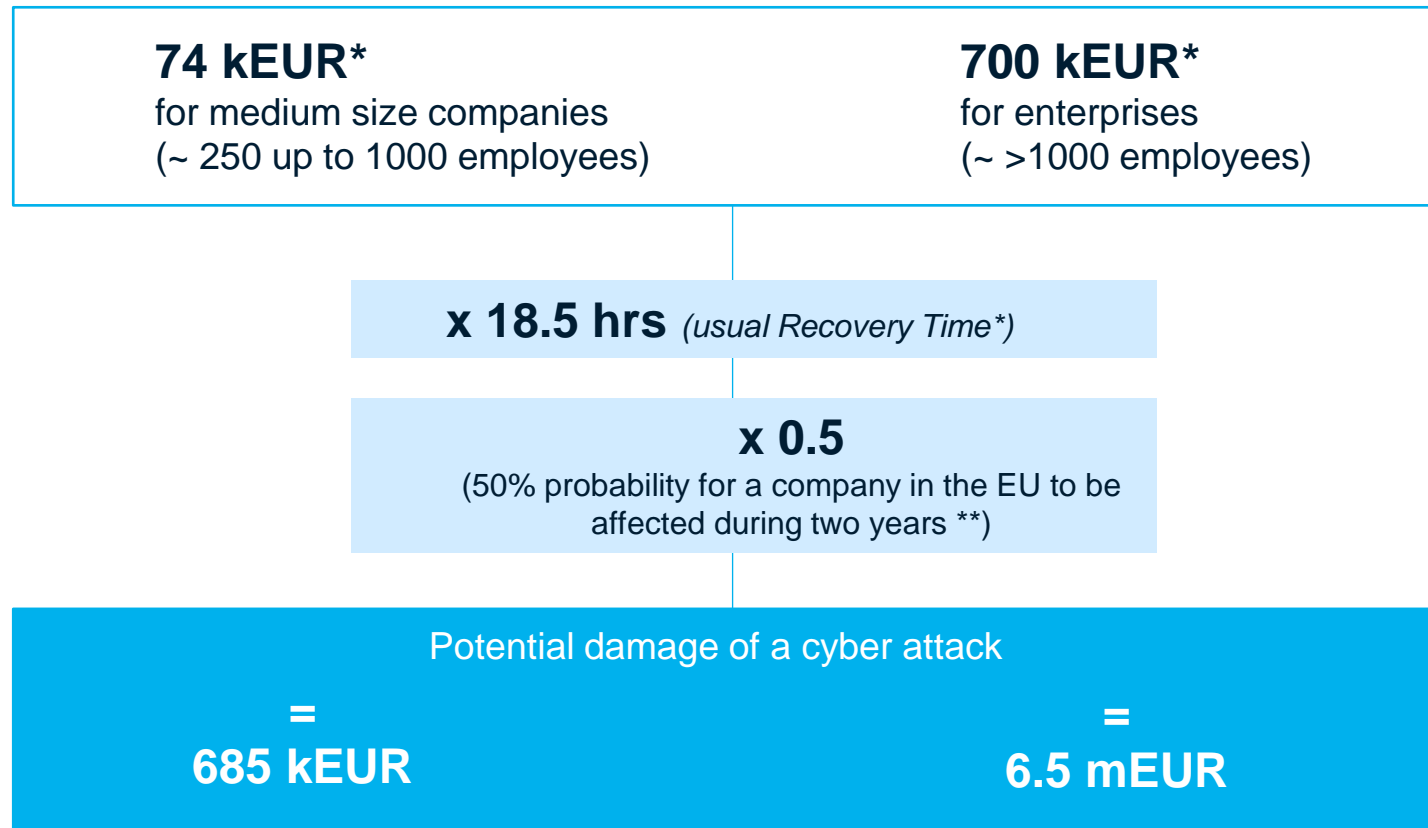


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**How relevant do you
consider a cyber attack as a
crisis scenario for your
business ?**

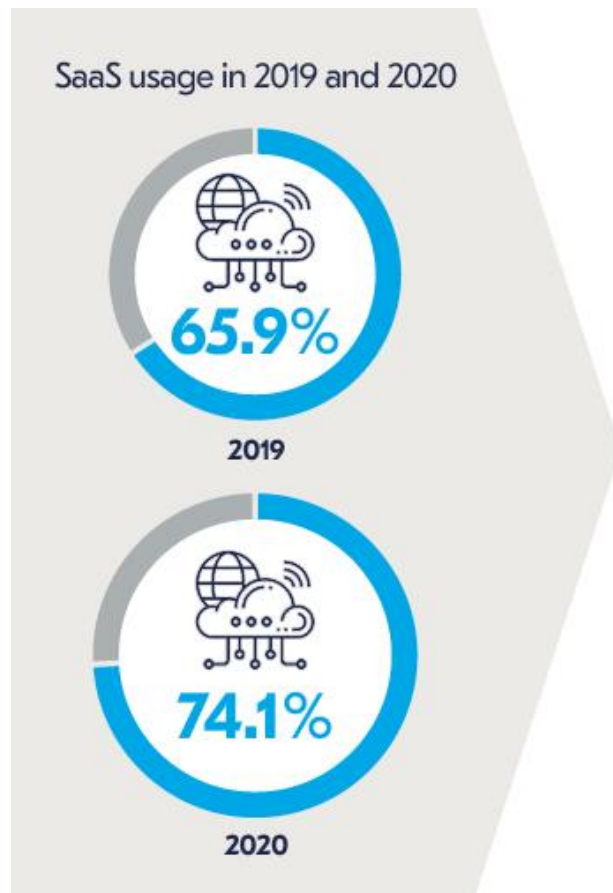
Threat of cyber attacks: Let's do a quick calculation

What one hour of downtime can cost, evaluated by Ponemon institute and Kaspersky Analysis

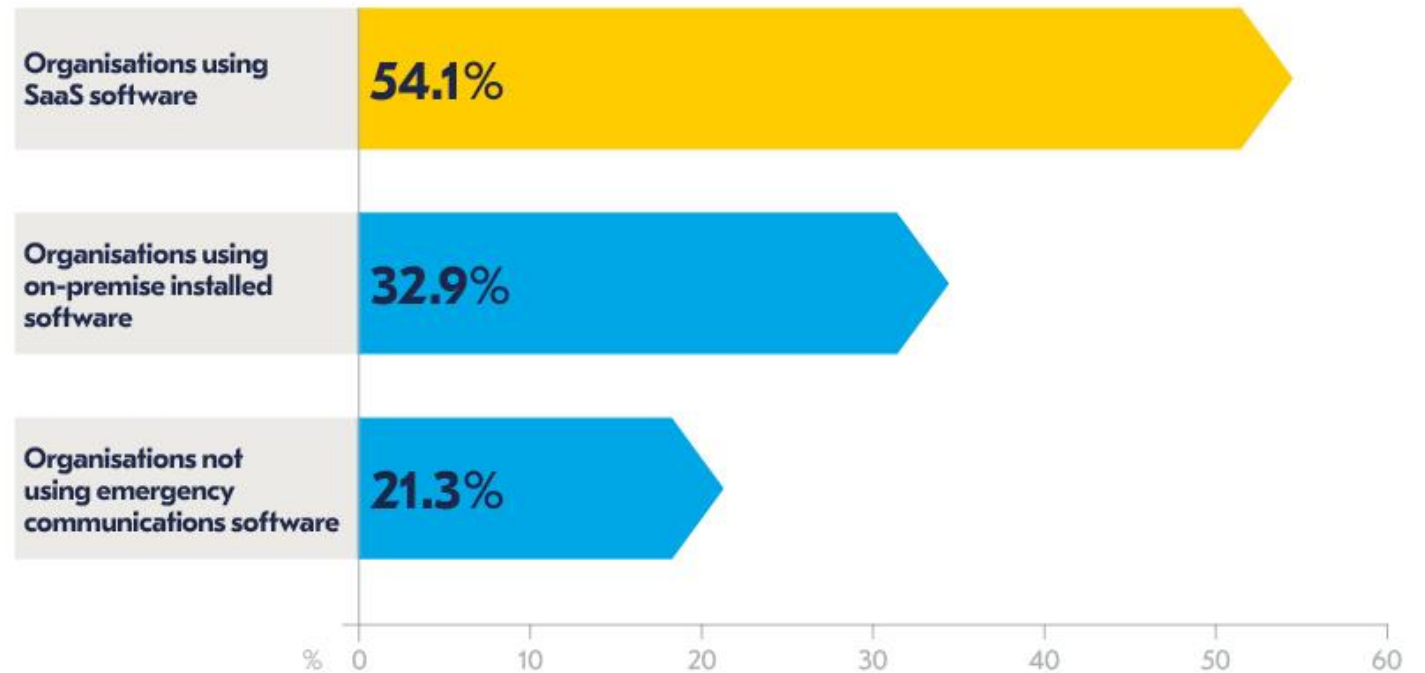


*Ponemon institute, Cost of Data breach Study ** Kaspersky Analysis

We cannot always prevent a crisis from happening, but enable you to save time – and thereby money.



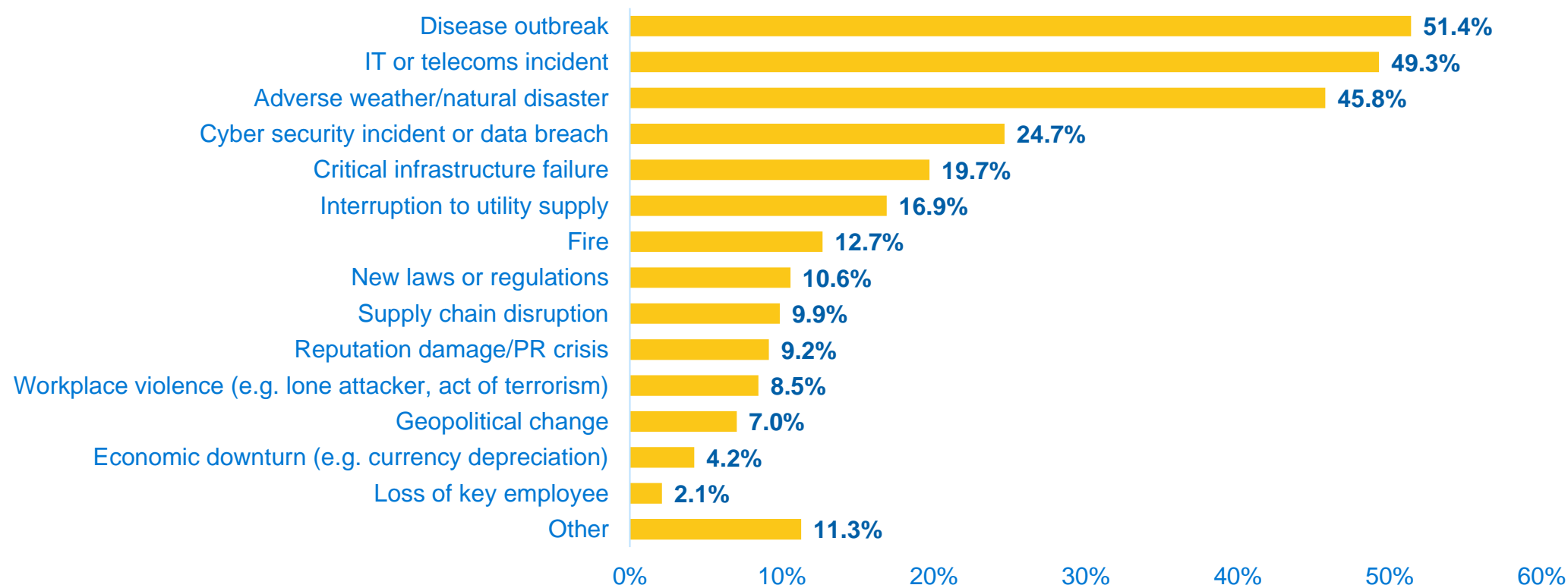
Percentage of organisations able to activate their plans within **five minutes**



Source: BCI Emergency Communications Report 2021

The global pandemic, however many lurking threats.

Which of the following triggered your emergency communications plan in the past twelve months?



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The Chaotic Nature of a Crisis



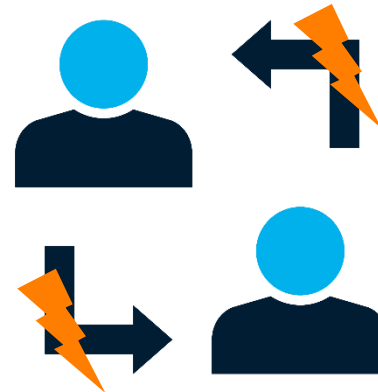
Imagine if...



A Cyber Attack
hits your company



Your IT infrastructure
needs to be shut down



Communication
channels are down



Negative Impact
on company and its
reputation

How to Handle a Cyber Attack Without your Companys IT Infrastructure:

Main Challenges

How do you inform your employees about the danger and the IT shut down?

How can you make sure that you have reached every employee?

How do you coordinate tasks between different departments and keep crisis team members informed of the latest status at all times?

How can you ensure that every employee is safe?

Solution

Have an external SaaS based communication solution with the latest employee contact information

Multiple modes of communications enabled with confirmation response

A virtual Crisis Room available from anywhere at anytime

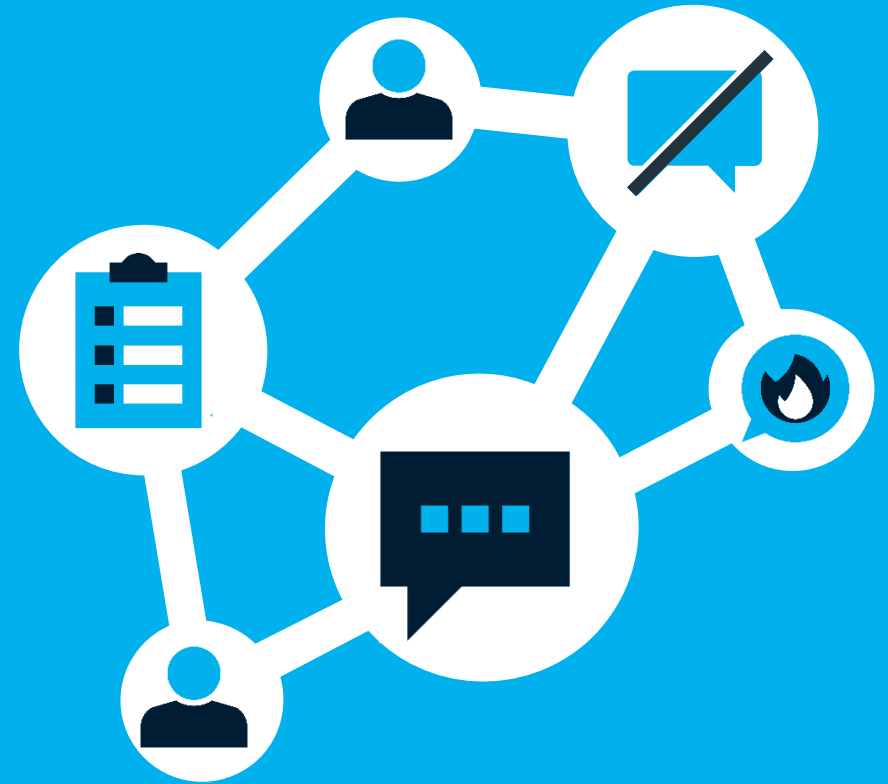
Secure and structured communication platform connected



Copyright Gillian Needham

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Keep information flows
simple and use a
single place to do
everything.



A full-page background image of a rock climber ascending a dark, textured rock face. The climber is wearing a red shirt, black shorts, a bright orange helmet, and a harness with various climbing gear. They are holding onto a rope and the rock. The scene is set against a backdrop of a forested valley and a hazy sky, with a warm light source in the upper left corner.

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How to Reduce the Chaos of any Crisis Situation

Tracking Information through Changing Circumstances is One of the Key Challenges in Managing a Crisis.

When an event hits your organisation...



...you need to:



Alert teams and employees efficiently



Communicate easily and securely



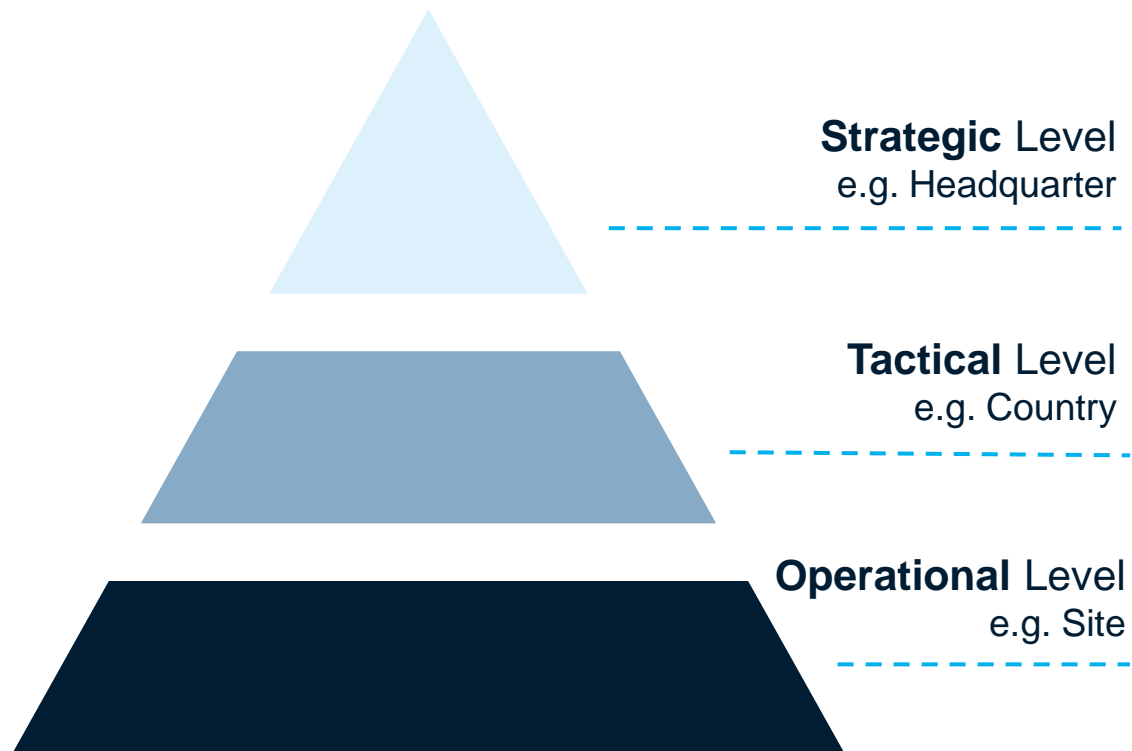
Manage and monitor tasks and events in a structured manner



Document everything in an audit compliant manner



Enable Active Collaboration Across Three Levels of Crisis Management.



EXAMPLE

Grocery company in times of COVID 19

KEY BENEFITS

Headquarter/Management Team

✓ Every team level only has the information needed to do their work
“We know what is going on and will be informed if the situation changes”

Regional Management

Less information for each specific level increases clarity
“We need to know if we can increase our order volume at suppliers or reach out to alternative partners”

At the Market

✓ Flexibility if something is relevant for “all”
“We need to track the stock every day twice”

Successful Communication during a Crisis with integrated Collaboration Tools.

Open chatrooms for specific Incidents and automatically log all activities within your incident running log.

All members (internal and external) of the chatroom are visible with their current status of active or inactive.

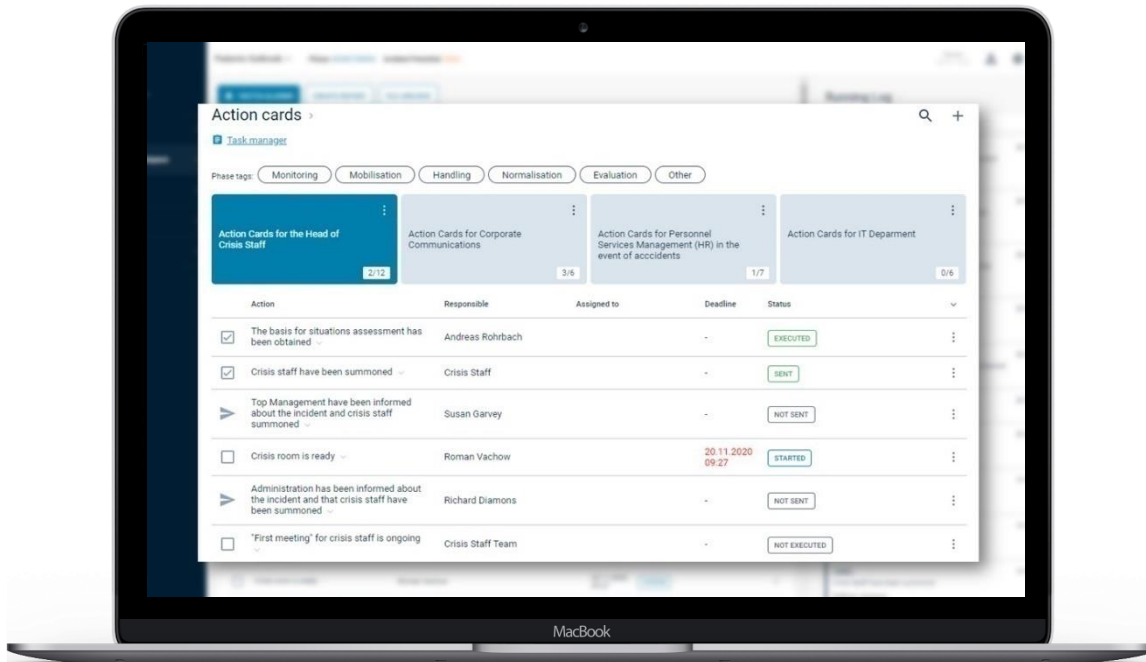
Filter or search the chat for activities labeled with different categories for a quick overview.

Write messages and label them with a specific category that can be pre-defined.

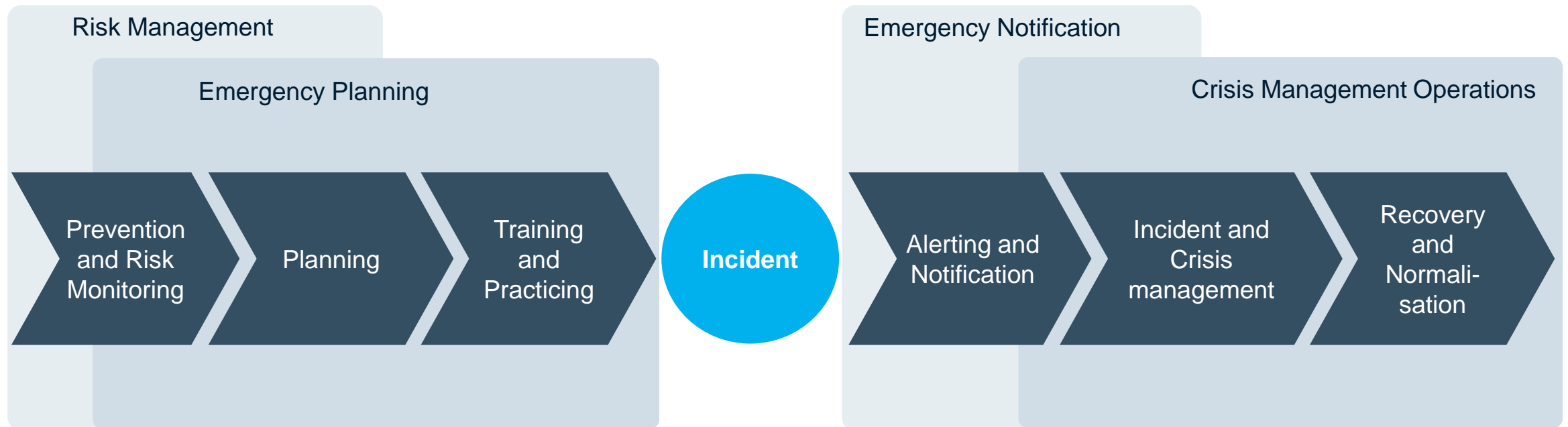
Task Management Based on Action Cards and Tracked in Real Time.

A Digital and Structured Approach to Checklists.

- Keep an Overview and follow up on the status and performance of every action
- Create and maintain your own library of Action Cards / Checklists
- Obtain Action Cards relevant to handling specific types of incident
- Sort your actions using action-based severity criteria
- Control access to different content by using roles and/or tailored access rights for different organisations or departments



Review the entire Planning, Management and Recovery Process for all Critical Situations.



A full-page background image of a rock climber in a blue and yellow suit and helmet, rappelling down a dark, craggy rock face. The climber is positioned in the upper right quadrant. In the background, a vast mountain range with snow-capped peaks and glaciers stretches across the horizon under a blue sky with wispy clouds. The entire image has a blue color cast.

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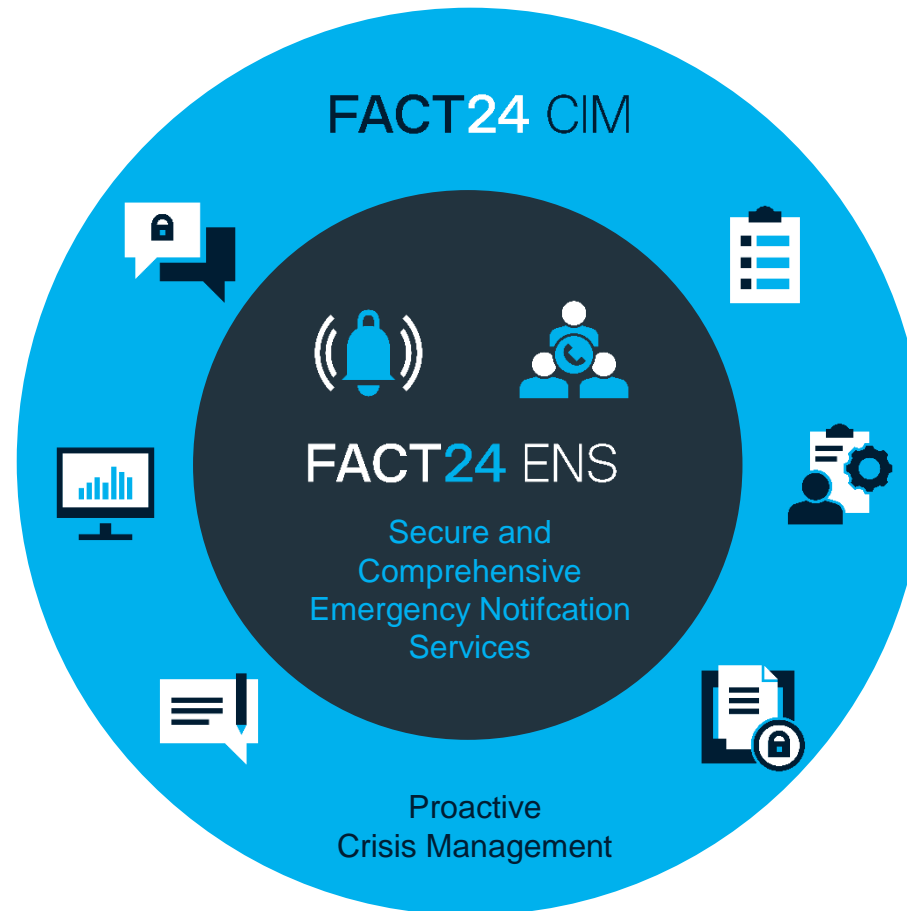
Wellington Workshop Session

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**Our mission:
We enable businesses to save lives and values.**



FACT24 has two Interconnected Pillars supporting the Comprehensive Handling of Critical Situations.



What you should be looking for in a Crisis Management and Emergency Notification Service.



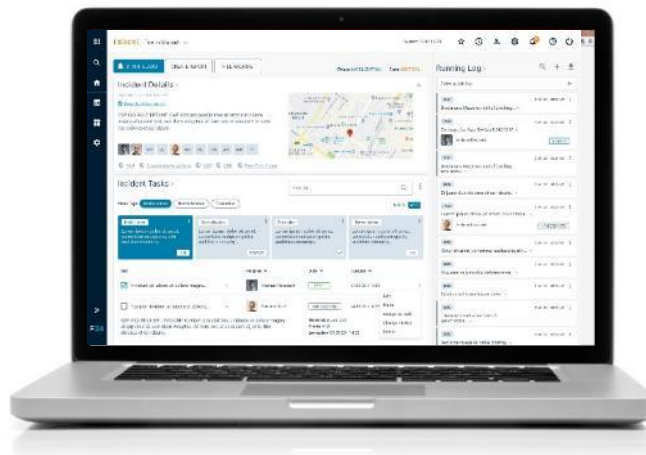
Quick setup: usually within
48 hours



24/7
top-quality personal support
provided by experienced highly-
skilled staff



Data is protected in
compliance with
GDPR
using comprehensive
technical and organisational
measures



100%

Software-as-a-Service

Used in more than
100 countries



99.99%

guaranteed availability for alerting
services and 99.5% for all other
FACT24 services



ISO certified

developed and operated under a
management system certified by
ISO/IEC 27001 and 22301.





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Summary

Summary: Pre-planning and automation tools help enable a more Structured Approach and Organisation to Cut-Through the Chaos.



Your Benefits at a glance

- ✓ Separation for three levels of crisis management for more clarity and structure
- ✓ Easy communication & collaboration within Crisis Management Team & with external Stakeholders
- ✓ Incident specific action cards for a digital overview and structure of tasks; organised and automated
- ✓ Comprehensive and secure alerting & notification
- ✓ All Functionalities in ONE place / software platform



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**Wellington Workshop Session:
we will email more information**

Thank you very much for your attention!

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For further information or in case of questions please contact:

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