







FACT24
ALERTING AND
CRISIS MANAGEMENT



	 FACT24 basic	 FACT24 professional	 FACT24 premium	 FACT24 ultimate
ACCOUNT CAPACITY				
Line capacity - maximum number of				
Lines for alarms and notification	30	240	480	480
Participants within a telephone conference		30	60	60
Concurrent Information Hotline callers			210	210
User adjustable number of lines		•	•	•
Data capacity - maximum number of				
Users	2	10	99	Unlimited
Alarms	3	99	Unlimited	Unlimited
Persons	99	Unlimited	Unlimited	Unlimited
Devices per person	2	Unlimited	Unlimited	Unlimited
ACCOUNT ADMINISTRATION				
User management	•	•	•	•
Access rights management, user-specific	•	•	•	•
Additionally object-specific user permissions			•	•
Languages: German, English, French, Spanish, Czech, Dutch, Catalan	•	•	•	•
Language management, account-specific	•	•	•	•
Additionally user-specific language selection		•	•	•
Containers - Account subdivision into operating sites			•	•
Corporate account management / Cross-account objects sharing				•
Account administration via FACT24 Internet portal	•	•	•	•
Additionally via third-party applications / systems (XML interface)		○	○	•
Contact Data Management - data verification by staff *		•	•	•
Additionally with advanced functions (data manager / reminder functions)			•	•
NOTIFICATION and CONFERENCE MANAGEMENT				
Modes				
Notification, unidirectional	•	•	•	•
Alerting, bidirectional with feedback function	•	•	•	•
Telephone Conference, ad-hoc		•	•	•
Activation via FACT24 telephone / fax portal	•	•	•	•
Additionally via FACT24 Internet portal		•	•	•
Additionally via FACT24 mobile portal			•	•
Additionally via third-party applications / systems (XML interface)		○	○	•
Extra functions: Activation				
Quickstart - push-button activation	•	•	•	•
Autostart - scheduled activation		•	•	•
Modify - temporary modification of alarm configuration		•	•	•
Alarm activator in conference function		•	•	•
Follow-up alarm for automatic escalation			•	•
Implementation / Communication				
Addressing of persons as static function using group and person relations	•	•	•	•
Additionally as dynamic function using deputy / two of ten functions		•	•	•
Recipient ID (PIN request)		•	•	•
Shift schedule function / Qualification-based alerting * / Group preferences *			•	•
Shift manager function for independent system login / logout by staff			•	•

■ FEATURES



	■ ■ ■ FACT24 basic	■ ■ ■ FACT24 professional	■ ■ ■ FACT24 premium	■ ■ ■ FACT24 ultimate
NOTIFICATION and CONFERENCE MANAGEMENT (continued)				
Messages, basic scope (type: fixed / variable, generated: manually / automatically)	●	●	●	●
Additional features (role or recipient-specific, time stamp, ...)		●	●	●
Additional type: Mixed message (fixed and variable) *			●	●
Devices: Phone / mobile phone (voice / SMS)	●	●	●	●
Additionally e-mail / fax / pager		●	●	●
Alarm-specific device use		●	●	●
Role or recipient-specific device use			●	●
Management				
Conference Recording		●	●	●
Stop alarm function		●	●	●
Conference management via FACT24 telephone portal		●	●	●
Conference management via FACT24 mobile portal			●	●
Enhanced conference management via FACT24 telephone / Internet portal incl. addition of further participants			●	●
Confirmation / feedback by persons via telephone immediately / subsequently (callback)	●	●	●	●
Additionally with advanced functions and via Internet (e.g. e-mail with Web link)		●	●	●
Report / Log / Statistics				
Alarm report for operations management, multilevel, via fax / e-mail / SMS	●	●	●	●
Additionally online monitoring via FACT24 Internet / mobile portal (real-time)			●	●
Alarm log for alarm review incl. details of user / system / person activities	●	●	●	●
Configuration download	●	●	●	●
Statistics, various *			●	●
CRISIS MANAGEMENT				
Information hotline to manage call peaks			●	●
International emergency number with ad-hoc conference function				●
Reflexive alarm in response to previous alarm				●
Case Manager for integrated cross-alarm communication via FACT24 Internet portal Enables functions including up/download of files in any format, exchange of text messages, chronological logging of information, decisions and activities, subscriptions to relevant message feeds as RSS feeds (from news portals or social networks) and tamper-proof cataloguing of all events, system activities etc. in a crisis log				●
HELP / SUPPORT				
Telephone customer support	●	●	●	●
Online user manual	●	●	●	●
Format check for data input	●	●	●	●
Plausibility check for database		●	●	●
SECURITY				
Secure data transmission (Secure Socket Layer)	●	●	●	●
Redundant structure throughout the entire process chain	●	●	●	●
Minimum availability, contractually guaranteed	●	●	●	●
Telephone operation (operating)	99,98%	99,98%	99,98%	99,98%
Internet (operating + administration)	98,00%	98,00%	98,00%	98,00%
OPTIONS				
Custom features e.g. functions, processes, layouts, ...			○	○

● included
○ for additional fee
*activation at customer's request



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