



**Communication Made
Rapid, Secure and Simple.**

Unforeseen circumstances will always occur. Your ability to respond, make decisions and take action is dependent on fast and efficient alert procedures and communication between all the parties involved.



F24 **Who We Are**

F24 owns, operates and develops **FACT24** - a highly secure telecommunications solution for notification and communication in response to major incidents or emergency. Founded in 2000, Munich-based F24 supports over 350 companies and public organisations, including hundreds of thousands of users, placing the company among the leading application service providers (ASPs) for notification, alert and event communication.

As specialists, we analyse our clients' specific scenarios and communication needs for responding to events and provide advice throughout the implementing process of our **FACT24** Notification and Conferencing Service. In the event of a major incident clients can activate, at the touch of a button, automated services that simultaneously notify or alert management and emergency personnel, set up outgoing telephone conferences or launch information hotlines – at regional, national or international level.

ARE YOU PREPARED FOR AN EMERGENCY?

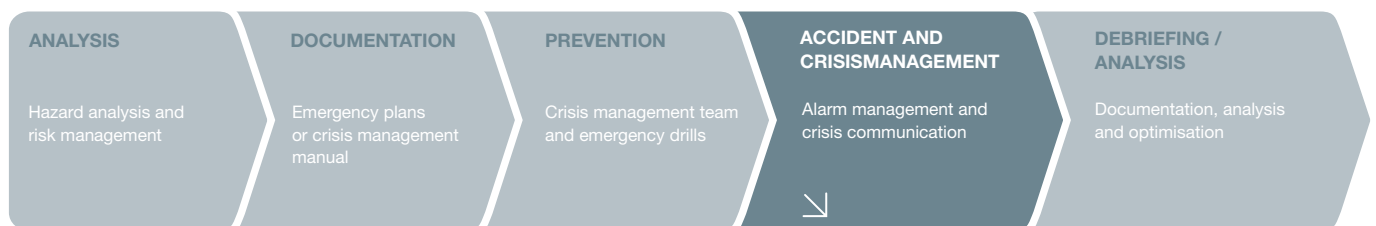
7 questions about notification and communication in the event of accident or disaster.

Emergencies or crises can occur without warning in any organisation. It is critical that Crisis management respond with fast, accurate and effective communication to prevent the situation developing into a more serious incident. Whether they are employees, customers, or members of the public, each group needs to know exactly what to do. Organisations that are not prepared and have not drawn up plans for response and notification run the risk of serious setbacks that may even jeopardise their ability to continue doing business. **Ask yourself the following questions:**

- 01 What risks are your company exposed to on a daily basis?
- 02 Have you documented and established all processes necessary to control or mitigate these risks?
- 03 How rapidly can you escalate information through the organisation's decision-makers and emergency task force members?
- 04 Does your current solution provide the flexibility to respond to both known and unforeseen scenarios?
- 05 Do you receive prompt feedback and status reports on the progress of instructions given and actions taken?
- 06 Is your system itself fault tolerant and based on resilient infrastructures?
- 07 How often do you review and test your system and, where appropriate, alternatives to it?

PROFESSIONAL EMERGENCY AND DISASTER MANAGEMENT

FACT24. Reliable support in notification and communication.



FACT24

Following any serious incident, all key operations must continue smoothly and effectively. Today, intelligent communication solutions such as **FACT24** are no longer confined to organisations in classic risk environments. Rapid automated communication in the event of emergency is employed in many different sectors to minimize financial losses and damage to company reputations.

FACT24 enables you to launch rapid, secure notification and alert procedures and communication in the event of a major incident. At the touch of a button, you can activate automated services that notify or alert management and emergency personnel, arrange spontaneous telephone conferences or launch information hotlines – at regional, national or international level. In addition, the service provides clients with comprehensive documentation, control and analysis of all the communication process during these situations.

Classic areas of application of FACT24:

- Communication with crisis management teams or command teams
- Mobilisation of specialists and task force members
- Secondary alarm to additional standby personnel
- Time critical Information sent to management, staff or other sites
- Notification of official bodies and media
- Information hotlines for staff, clients, business partners and the public
- General public alerts
- All-clear announcements and information concerning resumption of business operations

Our Markets

F24 are the experts for notification and communication in the event of accident, emergency or crisis management. Our **FACT24** Notification and Conferencing Service offers highly secure, high-performance and flexible telecommunications solutions to all public and private organisations.



■ Energy & Industry

WHAT FACT24 DOES Services.



Notification

FACT24 efficiently contacts individuals as well as groups of people delivering a predefined or ad-hoc notification message by voice, text or fax.

- Broadcast communication
- Simultaneous distribution of voice, text or fax notification messages
- Automated distribution of documents (as e-mail or fax)
- Customised notification set by scenario or by recipient group
- Comprehensive reports of notification message transmission

Alerting

FACT24 notifies and alerts all necessary specialists, members of management and task force teams, rapidly and securely by transmitting a predefined or customizable voice, text or fax message. The alerted persons acknowledge receipt of the message by keying in confirmation from their telephone keypad or by calling back.

- Automated two-way communication
- Simultaneous alerting (via voice, text or fax notification)
- Allows prioritisation of recipients for: deputies contacted, number of personnel required or working/leisure times
- Recipients confirm receipt and respond, e.g. by keypad during a voice call, by call-back (inbound callers are automatically identified by their phone number) or by web page (ideal for email or blackberry)

Conferencing

FACT24 can launch outgoing telephone conferences between management and key team members – without the need for preparation or manual dialling. The service hunts for the participants on their numbers stored and automatically links them in a conference call, enabling rapid personal communication lines to be set up without geographical constraints.

- Fast hunt and search, to all devices
- Alerted persons confirm their availability and participation in the conference via their telephone keypad
- If not available, system can automatically invite deputies
- Moderation and conference management can be handled via the **FACT24** Internet portal or telephone keypad
- Conference can be recorded enabling archiving or emailing

Information Hotline

FACT24 enables a public telephone hotline to be rapidly activated for automated acceptance of high volume of incoming calls. The service connects all callers to a pre-defined voice message (with the option of call forwarding to a company operator if necessary). The Information Hotline service frees up personnel resources for the company and prevents the company's own telephone lines from being blocked in the event of accident or emergency. In addition, high caller capacity means callers are supplied with up-to-date information instead of hearing an annoying busy signal.

- Automated, parallel call receipt
- Easy message recording allows for quick updating of recorded information for callers
- Speech dialog system handles call forwarding



■ Health & Pharma



■ Transport & Logistics



■ Trade, Commerce, Banks & Insurance



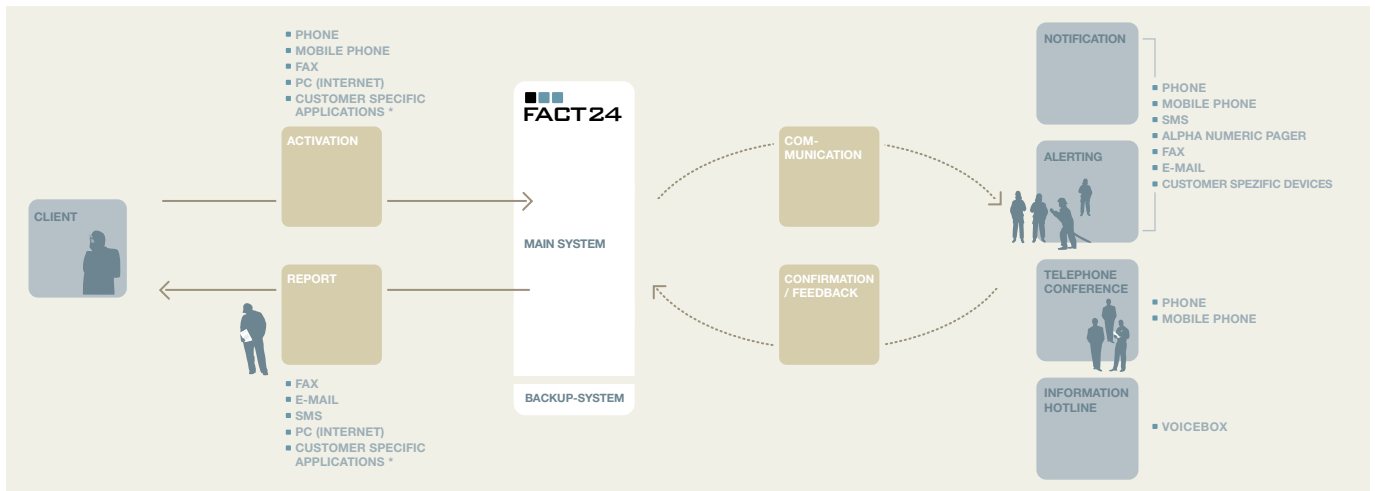
■ IT & Telecommunications



■ Public Organizations

HOW FACT24 WORKS

Notification and Conferencing Service in Practice.



* CUSTOMER SPECIFIC APPLICATIONS :

i.e. – Security and Building Management Systems (Facility Management Systems), Fire Detection Systems, Business Continuity Applications, Human Resource Applications

Preparation & Data Management

Preparation & Data Management Clients pre-define, store and update their emergency plans on the **FACT24** Internet portal as “alarm scenarios”. Client data is transmitted to **FACT24**'s systems under SSL encryption (highest level; AES256) to protect it from unauthorised access.

Via our XML API interface, **FACT24** offers the option of integration with clients' own systems and applications – e.g. with a human resource data management system or network monitoring software.

Emergency Procedures

Clients activate the predefined alarm scenario via telephone or Internet, or can launch **FACT24** from their company's own system via an XML interface. Customisation can be made at this point prior to activation. **FACT24** then activates the desired notification or alerting procedures, initiates telephone conferences or receives calls via an information hotline.

Depending on the scenario selected, **FACT24** contacts the recipients on a predefined sequence of devices. If personnel are unavailable or cannot be reached after multiple attempts, the service automatically calls their designated deputies. All personnel contacted are asked to acknowledge their receipt of the contact by confirming their availability (e.g. time needed to arrive at the scene).

If a telephone conference is required, participants are automatically called and connected. The moderator uses the telephone keypad or the Internet to direct the conference and can also add further telephone numbers to the list of participants.

All callers to the information hotline are played a recorded message of relevant information that can be updated at any time. If further information is needed, calls can be forwarded to an appropriate staff members. However, in practice the majority of callers to emergency hotlines require no further information after listening to the recorded message.

Feedback

FACT24 provides the client with ongoing reports on the status of notifications. Initial and interim reports can be sent to the emergency operation headquarters or other points while fax, e-mail or SMS notification are in progress, and online monitoring is also possible. Delegated personnel can thus check at a glance who has already been contacted and the ETAs of specific persons at the scene. If required, second alarms can be launched immediately, gaining precious time in emergency planning.

The web log also enables clients to conduct a final analysis of the process as a whole and undertake optimisation and remedial action if necessary.

THE PRODUCT FAMILY

FACT24 Product Variations

F24's **FACT24** product family is designed to meet the needs of a wide variety of companies and organisations with differing sizes and structures. The four product variations offer an array of user and recipient capacity, a range of functions and flexibility regarding configuration and monitoring.

■ ■ ■ FACT24 basic

FACT24 basic is an entry level solution offering all key basic functions. It is designed for companies and organisations with a relatively small number of recipients to be notified and relatively few alarm scenarios. **FACT24 basic** is also an ideal solution for emergency services and EMS.

Like all F24 services, **FACT24 basic** meets the needs of professional notification and alerting management by offering parallel information, confirmation and feedback options plus resilient structure for all system components.

■ ■ ■ FACT24 professional

FACT24 professional offers a broader range of features and options that enable companies and organisations to configure wide-ranging, comprehensive notification, alerting and conferencing scenarios.

The service also provides for rapid, efficient supply of information to official bodies or media via automated e-mail or fax mailing. Telephone conferences can be called at short notice at the touch of a button. **FACT24 professional's** high flexibility and performance make it the standard solution for professional incident management.

■ ■ ■ FACT24 premium

FACT24 premium offers maximum capacity and flexibility in emergency and disaster communication. Its key features focus on enhanced configuration options combined with maximum performance.

Extended functionality includes the integration of late participants into ongoing telephone conferences, or activation of public information hotlines at the touch of a button.

■ ■ ■ FACT24 customized

Do you require solutions tailored to your individual needs? We have **FACT24 customized**, which utilises our experience and expertise to tailor the service to your needs. The flexible adaptation of our FACT24 Notification and Conferencing Service to your requirements includes additional features specifically designed to meet your circumstances.

INSTALLATION OF YOUR OWN COMMUNICATION SYSTEM

Utilising a service or purchasing a system?

FACT24 offers an array of benefits compared with the purchase and instalment of an in-house system. Because **FACT24** is a hosted service, we can very quickly deploy our solution, completely configured to your requirements. You also profit from our solution's technical independence and cost-effectiveness.

Cost-effectiveness

- No hardware purchase costs, no follow-up maintenance costs, no technological obsolescence.
- Rapid, smooth and straightforward implementation.
- Low complexity, thus short training and familiarisation times.

Independence

- No additional hardware or software is required. All you need to administrate **FACT24** is a PC with Internet access and browser. To use **FACT24**, you can use a PC with internet access or telephone.
- In addition, no special end devices such as pagers or radio receivers required.
- No danger of impact on or failure to your own on-site system.

Reliability and Support

- Maintenance and operational system management are the responsibility of the **FACT24** technicians.
- Permanent service availability is prioritised. Redundant structure of all data and systems involved.
- All clients of F24 automatically benefit from updates and advanced development together with any added features.



YOUR BENEFITS AT A GLANCE

Rapid, secure and simple communication.

Rapid

FACT24 can be activated in seconds at the touch of a button. Activating predefined notification alarm scenarios. Within the first minute, you can notify hundreds of people via up to 480 parallel channels.

Secure

FACT24 is based on a comprehensive security and back-up system with redundant structures throughout the process chain (locations – systems – network providers) as well as system wide SSL protocol & AES256 encryption. This enables us to guarantee availability and system stability of 99.98% even during periods of system maintenance.

Simple implementation

Only a few days after you make your decision, **FACT24** is ready for use – simply store your scenarios on our system. No need for alignment with existing IT/telecom infrastructures. Of course we will be happy to assist you with on-site system setup.

International availability

The **FACT24** Service Concept is a global based solution offering international availability. Both administration and operating procedures can be personalised with one of 6 currently available languages – with the capability to simultaneously send out messages in different languages according to the recipient profile.

User-friendly

With intuitive menu prompts and integrated plausibility check, updating and managing your emergency notification procedures is simple and straightforward. In an emergency, you can activate a predefined scenario by pressing a single abbreviated dial key on your telephone.

Independent

FACT24 requires no additional hardware or software – only a telephone plus PC with Internet access. In addition, notification of your contacts requires no special devices. All services are run on our systems, so there is no impact or dependence on in house systems during an incident.

Cost-effective

FACT24 requires no investment costs or maintenance charges. There are no additional charges for updates, these are included in the ongoing services fees - making the **FACT24** service a particularly attractive option compared with the purchase of a hardware or software package related solutions.

Visit us on the Internet at
WWW.F24.COM

Find out about the wide range of applications for **FACT24** or check out our references.

You can also access further services from our website, such as registration for a non-binding **FACT24** trial run or our Newsletter.



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