



CIM[®]

Incident and Crisis
Management Software

Trusted by:



CIM within Airports

With hundreds of thousand of travelers passing through a terminal building every day, it is key that an airport can manage both day to day incidents and crises that will affect their operations.

When the unexpected happens it's often too late to make plans there and then. No one can fully prevent incidents from happening but with a well structured incident and crisis management system in place you take care of those involved and ultimately reduce the impact on your business in the short and long term.

CIM is Europe's leading software for incident and crisis management professionals and provides a comprehensive platform to plan, manage and review incidents and crises in a structured and user-friendly environment.

Plan

Plan

Companies operating in the Aviation industry spend millions each year ensuring that they are ready to respond to anything that hits them. CIM gives you the tools you need to create and maintain incident management plans that are accessible wherever you are, and whenever you need them. Our clients use CIM to:

- ✓ Define roles and responsibilities for daily operational use and crises
- ✓ Set plan owners and create reminders for when the plans need updating
- ✓ Embed plans and checklists for different roles and incident types
- ✓ Create duty rosters for on-call personnel
- ✓ Create predefined notification templates

Manage

Manage

Information management is key to an efficient response process and in today's interconnected world, having the facts at your fingertips is the basis for critical decision making. CIM can be configured to match the flow of information through your organisation and ensure that key information is not missed when you need it most. Our clients use CIM to:

- ✓ Keep a full, chronological log of incident information in real-time
- ✓ Access your checklist on all your devices and assign tasks
- ✓ Conduct and record crisis team meetings
- ✓ Manage the media
- ✓ Log day to day incidents for analysis of incidents that are impacting the airports operations
- ✓ Notify your team using email, SMS, voice and push notifications
- ✓ Handle casualties and next-of-kin enquiries

Review

Review

Do you have a clear and complete record of information you received, decisions you made and actions that were completed as part of your response? Increasing regulation, accountability and litigation means that it is more important than ever to use the information you gather during a crisis. CIM customers can:

- ✓ Filter between certain types and categories of information
- ✓ Review the response on a timeline and recommend improvements
- ✓ Search for specific incidents
- ✓ Retrieve a time-stamped, incorruptible record of every interaction they have during a response
- ✓ Compile and distribute customisable reporting templates (e.g. situational report)

Daily Operational Use

Our customers in the airport industry have helped us to adapt CIM over time into a truly operational tool that has become a part of daily life.

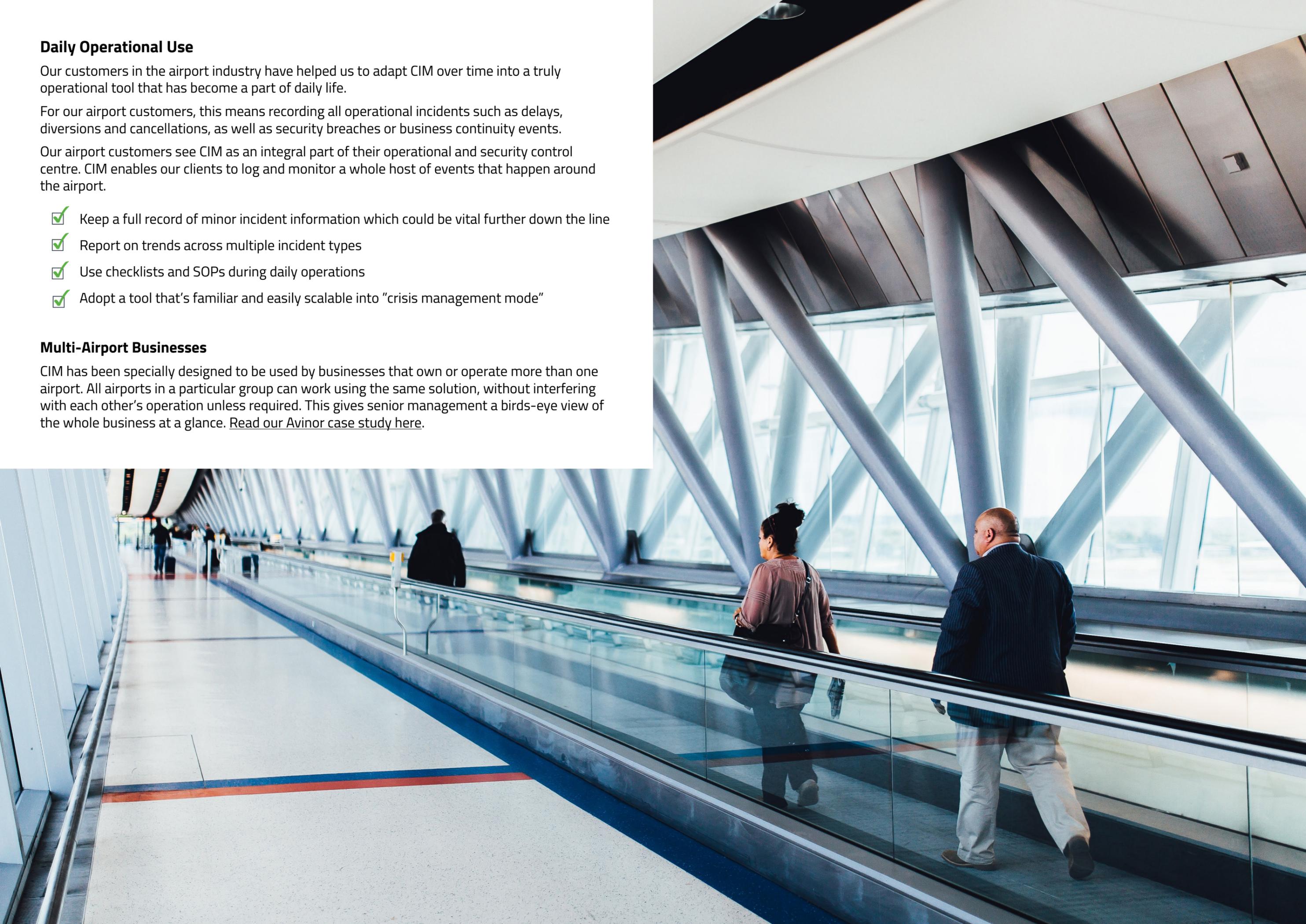
For our airport customers, this means recording all operational incidents such as delays, diversions and cancellations, as well as security breaches or business continuity events.

Our airport customers see CIM as an integral part of their operational and security control centre. CIM enables our clients to log and monitor a whole host of events that happen around the airport.

- ✔ Keep a full record of minor incident information which could be vital further down the line
- ✔ Report on trends across multiple incident types
- ✔ Use checklists and SOPs during daily operations
- ✔ Adopt a tool that's familiar and easily scalable into "crisis management mode"

Multi-Airport Businesses

CIM has been specially designed to be used by businesses that own or operate more than one airport. All airports in a particular group can work using the same solution, without interfering with each other's operation unless required. This gives senior management a birds-eye view of the whole business at a glance. [Read our Avinor case study here.](#)



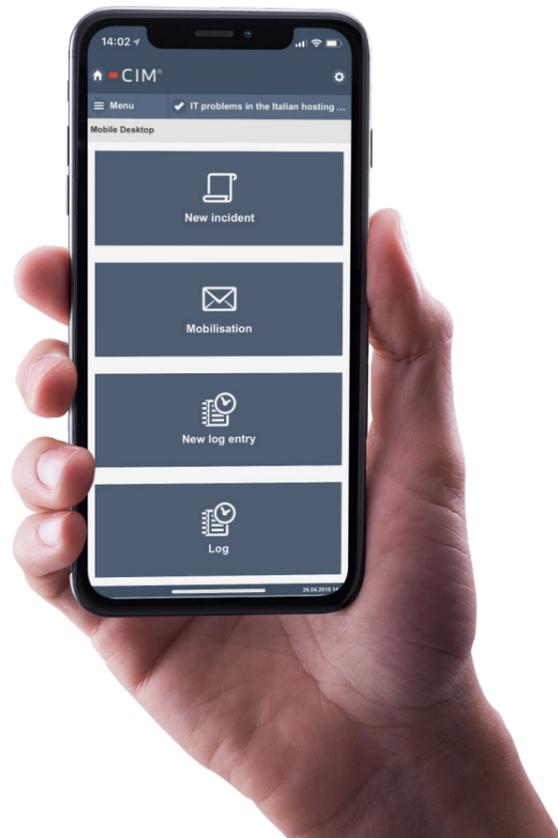


Scalable solutions for the biggest to the smallest

As well as working with international airports and some of the largest carriers in the world, CIM is also used by organisations that accept significant risk as part of their business, but do not need all the bells and whistles from their incident management tool. Get in touch with us today to see how we can help you reduce your exposure to that risk.

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 aviation, local and national government, energy, and critical national infrastructure, One Voice operates strict internal and external quality and security policies.



Testimony from our customers:



Johan Lindstrøm, AVINOR

"One overall goal for me has been that every function a user performs within CIM requires a maximum of three clicks - we've pretty much got there now, which makes it even easier for our teams to use"

"We've set it up so that each view upon login is specific to your role and the user only sees what they need to see. An external partner, such as a local government department, might only be able to add information to the log and cannot actually view anything else"

"What's the best thing about CIM?"

CIM provides us with a user-friendly, central platform for managing all incident related data. One Voice as an organisation invests heavily in developing the tool to meet the ever evolving needs of the industry

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



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