



## E Team

### Comprehensive COTS Solution for Multi-discipline Operations

E Team Enterprise is a comprehensive, commercial off-the-shelf (COTS) incident management solution for large organizations that need to manage planned and unplanned events and incidents. In addition, E Team Enterprise supports a powerful and unique capability for regional interoperability, allowing jurisdictions to securely share critical incident information with any other E Team-enabled system during an area-wide response. E Team Enterprise also provides sophisticated incident management functionality, allowing users to share a common operational picture in the form of standardized summaries, reports, requests, notifications, directives, annotated maps and a resource tracking utility.

Intended for large organizations with multi-discipline operations, E Team Enterprise provides significant collaboration and interoperability benefits to federal, state and local government agencies, interagency task forces and other entities that must manage and respond to planned and unplanned events of every type. Furthermore, E Team Enterprise meets the operational requirements needed for command, operations, planning, logistics and finance/administration organizational units, allowing agencies to conduct operations with a system configuration suited to their needs while still enabling participation in wide area incident information sharing networks with other E Team-enabled constituents.

E Team Enterprise provides:

- Emergency and Planned Event reporting
- Incident reporting
- Resources and Critical Assets management
- Agency Situation reporting for high-level overview of disaster's impact on an agency's ability to perform response operations
- Duty logs for recording all significant activities and actions taken during a shift
- Call Center tracking
- Vendor tracking of critical information on suppliers whose products or services may be required during an activation
- Infrastructure Reports for tracking status of critical infrastructure elements such as hospitals, shelters, roads, transit, and utilities
- Jurisdiction Situation reporting for high-level overview
- Action Planning for managing objectives or missions
- Case Management to support disaster recovery efforts
- Damage Assessment for determining location, nature, and severity of damage sustained by the public and private sectors
- Hazmat Tier II reporting for inventorying and storing data on facilities that house Tier II chemicals
- Public Information reporting for coordinating the release of information

### Situational Readiness

## Situational Response

### E Team Enterprise



E Team Enterprise allows you to capture and share information in real-time, maximizing situational awareness and response.

E Team Enterprise benefits:

- Support for either Microsoft SQL, Oracle 10g or WAS/DB2
- Web-enabled requiring no additional client software other than Microsoft IE 6.2+ browser
- Scalable to hundreds or even thousands of users
- Customizable position-based menus simplify user interface
- Fully supports operations along the NIMS-defined organizational functions and roles
- ESRI ArcIMS included, providing the best GIS and mapping functionality available
- Supports multiple methods of notification (alerts), including email and mobile devices
- Comprehensive situation reporting capabilities and unique cross-jurisdictional data sharing
- Multiple layers of security and access control built in

In addition, E Team Enterprise includes the E Team Analysis and Reporting Engine (ARE) Standard Package. ARE provides high-level snapshots of the key indicators necessary to manage an incident through a variety of interactive report views of the detailed E Team data captured during an event. This decision support tool provides insight into areas that need attention, helping managers make informed decisions on a daily basis and in times of crisis.

## Back-up support

E Team Enterprise includes Data Replication Services (DRS) for redundancy, providing the tools and technology to configure your system for local or ASP hot back-up support.

## Optimizing your investment

With extensive experience in incident management operations and system development, NC4's Customer Performance and Operations Group's (CPOG's) program managers and technical staff, many of whom are Certified Emergency Managers (CEM), can provide innovative and cost-effective programs to meet your unique requirements. The CPOG offers a wide range of support services to optimize your implementation and maximize your preparedness and response capabilities. Programs also address various aspects of crisis management, including the Incident Command System and NIMS.

We also offer comprehensive and professionally prepared training courses to get your organization rapidly up and running with E Team. Courses include: IT-oriented Application Administration; Configuration and Power User instruction for key operational personnel to learn the full capabilities of the application and how to configure the system for operational use; End User function-based training; and Train the Trainer to enable your training staff to deliver customized E Team training to your personnel.

## Support Center

NC4 provides a dedicated Support Center managing support requests 24x7. The Support Center is staffed with knowledgeable individuals skilled in handling E Team, ESA and ESP applications. In addition, customers may take advantage of the online tracking system on the NC4 Support site which allows them to conveniently submit support requests and monitor resolution progress.



NC4 consistently receives high ratings on the Support Center for prompt service, excellent communication during an event or activity and personable staff member performance.

## More about NC4

NC4 delivers Situational Readiness solutions that empower government and businesses with accurate, timely and secure information to manage uncertainty.

NC4's External Situational Awareness (ESA) service alerts members of events and incidents that may impact business operations. Drawing on its partnerships with government and law enforcement agencies, NC4's Incident Monitoring Centers (NIMCs) track global events 24x7, providing early, real-time notifications.

NC4's Situational Response offering, E Team, is a robust platform for effective incident management and reporting. It allows cross-jurisdictional information sharing, empowering emergency management personnel with a common operating picture. With proven real world experience, E Team enables rapid response to crisis situations as well as effective management of non-emergency activities.

NC4's Extranet Secure Portals (ESP) Group is a Software as a Service (SaaS) provider, bringing government agencies and corporations a common platform for secure communication and collaboration. The ESP solution allows diverse organizations to share critical information, such as Controlled Unclassified Information (CUI), through highly secure, compartmented, web-accessible portals.

To learn more about how NC4 can benefit your organization, visit [www.nc4.us](http://www.nc4.us).