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## **NC4'S NATIONAL INCIDENT MONITORING CENTERS AND INCIDENT MANAGEMENT TECHNOLOGY AT THE HEART OF SUPER BOWL SECURITY**

*The Industry Leader for Situational Readiness deployed for the big NFL game and for three college bowls in Arizona*

**El Segundo, CA -- February 14, 2007** – With terrorism concerns on par with the first Super Bowl following 9/11 and the President's State of the Union address, NC4, the leader in Situational Readiness Solutions, put its National Incident Monitoring Centers and its Situational Response solution, E Team into duty in Miami for Super Bowl XLI.

NC4 provided the Emergency Managers and First Responders with a higher level of readiness than ever before for the game, a national security event of the highest ranking. Using sophisticated methodology and advanced technology, NC4 monitors incidents occurring around the globe, 24/7. Highly trained analysts stationed at NC4 monitoring centers on each coast of the United States, were prepared to alert Miami officials within minutes to incidents that would pose a threat in South Florida.

In concert with this, NC4's E Team Incident Management system was selected by South Florida and Arizona emergency management because it is the only incident management platform with *proven* data sharing and collaboration. E Team introduced dynamic new components at this year's Super Bowl and at the Fiesta Bowl and the BCS Championship Game at the University of Phoenix Stadium in Glendale, Arizona, as well as the Insight Bowl at Sun Devil Stadium in Tempe. The enhanced E Team system provided even greater security for the thousands of celebrants and the many communities around the host cities.

### **E TEAM'S CORE CAPABILITY**

E Team is a state-of-art system that allows those involved in preparing for and responding to emergencies with the ability to collaborate and manage their efforts across multiple organizations, from a single common view and coordination point. It connects all of the key players critical to effective incident planning and response and ensures that the right information gets to the right people at the right time, regardless of their location.

E Team allows authorities to observe, assess and analyze data from spontaneous and planned events to make accurate and timely decisions.

## **HOW IT WORKED**

The focal point of the E Team system at Super Bowl XLI was located in the Miami-Dade Emergency Operations Center (EOC) where emergency managers and security personnel monitored everything from traffic, airspace, waterways and crowds to investigating alerts, tips and any unusual events.

But the EOC was just the hub. Every local, county, state and federal law enforcement and special security agency across South Florida and all the way to the nation's capitol were linked via E Team. All users were able post and retrieve information from a commonly accessible virtual information space. As reports graphics, maps or satellite displays were updated, the new information was automatically available to everyone.

"E Team allowed us to maintain situational awareness during an event that had a myriad of activates scheduled throughout a diverse geographic area. Without E Team, the many agencies (over 60) that work in the Emergency Operations Center would not have been able to remain constantly aware of the all activates and incidents, and how they might have impacted operations," said Jonathan Lord, EOC Operations Chief, Office of Emergency Management & Homeland Security, Miami-Dade Fire Rescue. "E Team v.6.0 provided even novice users the ability to find as little or as much information as they needed at the click of a mouse. NC4 really paid attention to our needs and have provided us with an excellent product that we are confident will grow with us," Lord added.

In Arizona, the E Team hubs were located at the Glendale Homeland Security Emergency Operations Center for the Fiesta Bowl and the BCS Championship Game and at the Arizona Counter-Terrorism and Information Watch Center in Phoenix for the Insight Bowl in Tempe.

"The Watch Center found E Team to be very supportive in the sharing of information," said Lt. Lori Norris of the Arizona Department of Public Safety. "And it was supportive in facilitating timely notifications to command personnel."

## **THE NEWEST SITUATIONAL RESPONSE TECHNOLOGY IS TRULY CUTTING EDGE**

This was the first Super Bowl to incorporate E Team's new Analysis and Reporting Engine (ARE). Users were able to view high-level snapshots of the key indicators necessary to manage any incident.

In addition to ARE, E Team's industry leading software Release 6.0 was installed at the Miami-Dade EOC. This version operates on the Oracle framework.

E Team's solution for the Super Bowl was further enhanced by integrated technology from its strategic partner ESRI, utilizing their latest mapping software, ArcGIS Server 9.2. It allows users to access maps, and conduct GIS analysis using a simple browser. Users can conduct incident modeling, access incident data and obtain situational awareness with highly detailed geographic data.

“We are very proud of our products and services that provide ultimate situational readiness,” said Jim Montagnino, president of NC4. “We are equally proud to serve our nation in equipping law enforcement and security personnel with the tools they need to protect our fellow citizens, especially in these dangerous times. E Team has been the incident management software for many single national events, but it is the system of choice of hundreds of organizations and law enforcement agencies across the country every single day.”

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## **About NC4**

NC4 and E Team have helped public and private sector organizations enhance their awareness and preparedness programs by offering capabilities that cover the entire life cycle from incident awareness and notification through response and recovery.

NC4, with Incident Monitoring Centers on the east and west coasts of the United States, improves the Situational Awareness of both business and government by providing 24/7 real-time proactive incident information, personalized, geo-relevant alerts and coordination services. NC4's E Team solution covers the incident management and Readiness life cycle from preparation to response and recovery. The E Team incident management software combines a common operational picture, based on real time, historical and GIS mapping data, with powerful information management, sharing, and reporting capabilities to facilitate rapid decision making. E Team has the most proven experience managing major emergencies and prominent events such as New York City's response to 9/11; hurricanes Katrina, Charley, Frances and Ivan; the tsunami disaster; 2003 Northeast Blackout; Arizona and California wildfires; Salt Lake City and Athens Olympics; four Super Bowls; 2004 Democratic and Republican National Conventions; 2004 G8 Summit; 2005 Presidential Inauguration; and the 2006 World Soccer Cup.

Early awareness, notification and incident management, enhance the Readiness of public and private sector organizations to handle situations – expected or catastrophic. To find out more about how NC4 can benefit your organization, visit our website at [www.nc4.us](http://www.nc4.us).