Aurea Unlimited
CRISIS MANAGEMENT

Crisis Management, an Unlimited Opportunity

Plan, Execute, and Analyze Your Organization's Response to an Emergency

Enable your employees to stay connected when they need it most with Crisis Management from Aurea. Crisis Management integrates AlertFind and Aurea Process, two best-of-breed products from the Aurea Unlimited Library, with Jive, the world's leading digital collaboration platform. The result is a comprehensive, end-to-end solution for planning, reporting, activating, handling, and analyzing the response to an emergency. As a Jive customer, the products that make Crisis Management possible are included as part of your Aurea Unlimited subscription.

Protect Your Business and Your People When They Need It Most

In an always changing landscape, it's critical to be proactive and adaptive in how you manage events that pose a threat to your business. From a weather emergency to an on-site fire to an active shooter, unexpected events happen every day -- and organizations without a crisis management plan put the future viability of their business at risk.

The inability to quickly respond to a crisis often results in damaged reputations, lost business, weakened relationships and legal actions. Aurea Crisis Management addresses this challenge, combining collaboration, response management, and notifications into one integrated solution designed to meet your organization's needs.

With Crisis Management, you can:

- Create response programs to disruptive situations
- Quickly execute plans during unexpected events
- Efficiently coordinate, manage and control crisis programs
- Evaluate and improve response plans

Jv Jive Interactive Intranet

Pr Aurea Process

Af AlertFind

INDUSTRY RESEARCH SHOWS

2/3

Respondents had misgivings about their organization's crisis management plan in the event of a potential or actual crisis .

Source: 2018 Crisis Management Benchmarking Report

INCREASE YOUR ORGANIZATION'S CONFIDENCE WITH AUREA CRISIS MANAGEMENT

- **A collaborative platform** to develop crisis response plans
- **A central command center** to control and monitor a crisis response
- **A mobile interface** for crisis responders that's intuitive and easy to use

Aurea

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How It Works

The Aurea Crisis Management Solution guides you through the creation and execution of response programs to ensure business continuity before, during, and after a crisis.

BEFORE AN INCIDENT

- Your crisis management team can create response plans for different types of incidents in Jive using predefined templates for standardization.
- Multiple teams and stakeholders can collaborate on response plan reviews and approvals, ensuring alignment across the organization.
- Approved response plans are modeled in Aurea Process to operationalize the plan and prepare for execution.

DURING AN INCIDENT

- In a crisis, a user can request an incident response in Jive from a desktop, laptop, or mobile device. Jive records the requestor's information and description of the problem.
- The on-duty crisis manager immediately receives the request on their mobile device. The manager can easily contact the requestor for more details if needed or simply approve or deny the request. Approved requests are mapped to an incident type that corresponds to the plan and processes developed before the incident, then move immediately to the execution phase.
- Once a request is approved, the system creates an incident management space in Jive with a dashboard where tasks can be reviewed, assigned, and tracked. Tasks are determined by the predefined response plan and processes.
- Mass notifications are sent out. Specific task assignees are notified on their mobile devices in a special app for reviewing notifications and managing assigned tasks.
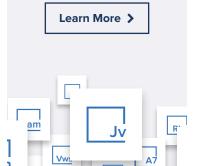
AFTER AN INCIDENT

- Teams can analyze the response analysis with built-in reporting and analytics and post-incident reports.
- Once the crisis is over, the system generates and posts a report to the incident response space. The report includes details of all tasks and comments that were logged during the response.

Technical Requirements for Crisis Management Solution

Latest versions of Jive, Aurea Process and AlertFind

Aurea Unlimited

Crisis Management, an Aurea Unlimited Solution

Solve more business challenges, faster and more cost-effectively, with Aurea Unlimited. The Aurea Unlimited Library gives you access to each and every product in our portfolio. Expand on the products you own with complementary capabilities to build innovative solutions that deliver powerful performance and exceptional value.

Learn More ›

Connect With Us

For more information about Aurea Crisis Management, contact us today.

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