

Next-generation situational awareness and incident management

A better way to handle emergencies, special events and day-to-day operations



Integrated operations, security and emergency response teams, either public or private, rely on real-time situational awareness to work effectively. Without it, the organizations and communities they serve are at serious risk. That's why Intrepid Networks and Verizon have joined together to deliver an effective solution for emergencies, special events and day-to-day operations.

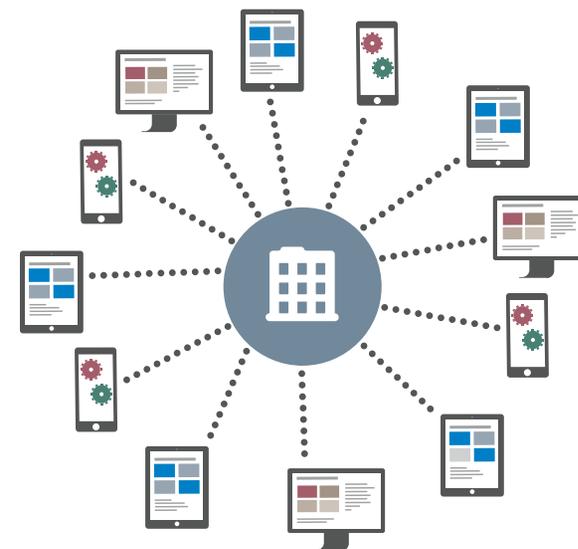
When it comes to situational awareness, not just any solution or device will do. Intrepid and Verizon have a strong track record with these kinds of clients and the network to back it up.

The Intrepid Networks® All-Hazards software solution delivers real-time situational awareness to your operations and incident management teams. It's simple to use, and mobile and web-based applications are built for both day-to-day and emergency assignments. Plus, with service on the Verizon network, you'll get a secure, reliable high-performance experience with a single point of contact for delivery and billing.

Solution details

Intrepid's suite of situational awareness tools is made up of both mobile and web-based apps, plus additional complementary services. All packages are provided with the Intrepid Admin and Intrepid Notebook applications as a baseline:

- **Intrepid Admin.** Manage user accounts, licenses and all aspects of the department setup and administration as a whole.
- **Intrepid Notebook.** Manage, analyze and download all data collected and shared during an incident for after-action reviews, training or reporting requirements. Simple automated reports are available.



Intrepid Response Package

Intrepid Response Mobile

Create an instant mobile-phone-based common operating picture (COP), which combines live and static user positions and information-sharing capabilities into a single platform.

Intrepid Response Web

Provide a web-based COP with extra supervisory features, which gives you greater visibility into all ongoing operations using your PC, laptop or tablet.

Features and benefits:

- You get real-time situational awareness.
- The package is easy to deploy and use.
- Reduce response times.
- Improve safety for your workforce.
- Eliminate the need to rely solely on voice communications.
- Integrate with DHS- and FEMA-approved incident command system (ICS) operations and command-and-control solutions.
- Optional services:
 - Add external GPS resources, such as K-9s, trackers/tagging, tracking and locating (TTL), vehicles, containers or other similar assets.
 - Add the ESChat® app or Verizon Push to Talk Plus to give you secure voice communications that improve your overall situational awareness.

Intrepid Activate Package

Intrepid Activate – Mobile

Deliver incident notifications and critical information. Team members can accept or decline a callout. The app also helps responders autonavigate to the callout's location.

Intrepid Activate – Web

Create team activations, pick team members from your availability rosters and monitor members who accept or deny a callout.

Features and benefits:

- You get an easy-to-use team activation tool.
- Persistent notifications make your teams better aware of callouts.
- You can replace more expensive, outdated technology, such as pagers.
- Team members can individually accept or decline an activation.
- You can improve your command visibility, including all available team members supporting an incident.

Additional Offerings

Intrepid Response Plus

Get all of the features of Intrepid Response, and additional features suited for a variety of surveillance, undercover and intelligence-gathering operations.

Features and benefits:

- You get all the features and optional services of Intrepid Response, plus:
 - A number of extra surveillance tools in one easy-to-use solution
 - Rapid GPS polling to help you keep track of your target
 - Longer data storage of all collected and shared information
 - Optional sensitive law-enforcement services provided through Intrepid Networks

Intrepid Deployment Services

Set up on-premises deployments and back-end services that can be hosted on your server.

Features and benefits:

- You control the security for your physical servers and maintain full electronic data ownership.
- Intrepid provides remote support, software and product updates and new feature upgrades, as well as ongoing maintenance that supports new operating systems and hardware.

Intrepid Training Services

Provide options for you to receive training at your site or at our facilities in Orlando, FL.

Features and benefits:

- Training is provided by Intrepid staff members, many of whom have previous first-responder, military and commercial security experience.
- Intrepid's training program goes beyond training you to use software only; for example, specific tips and tricks on the usage of mobile devices and tablets are included.

Emergency and incident management, ICS, response teams, callouts, special event details, public event security and operations, search and rescue, training, hazmat and fire scenes, investigations, intelligence collection, undercover operations, mobile field force, commercial security, critical infrastructure protection and agency-to-agency or public-private interoperability

Use cases

Intrepid's solution suite is best suited for a number of emergency response and day-to-day operational needs. These include:

Public sector agencies

First responders, intelligence officers and soldiers risk their lives and health for the public they serve. That means they're looking for the right tools—those that offer real-time situational awareness, which helps them deliver a high-quality response. This can also include specialized teams within agencies. Responders want a solution that's secure and reliable, while giving them the ability to integrate their communications with internal personnel and outside agencies. Intrepid's solutions cover such responders as:

- **Law enforcement.** SWAT, undercover, surveillance, intelligence, patrol, special event details and other teams who need greater situational awareness for an improved response.
- **Military.** National Guard, military police, civil support teams, intelligence units, special operations forces, embedded training teams and other defense groups who require improved visual coordination and sharing of critical information with warfighters.
- **Fire and rescue.** Firefighters; chemical, biological, radiological, nuclear and explosives (CBRNE); rescue teams; smoke jumpers; and more who must manage incidents within either congested city locations or rural areas.
- **Emergency medical services (EMS).** Teams and ambulance crews who require greater coordination and vital information exchange among themselves, other public safety teams and healthcare facilities.

- **Emergency management and communications.** Teams who respond to natural disasters or other emergencies and crowd-control management teams at rallies and marches need a superior COP of what's going on in the field, so that emergency operations centers can deliver the right response.
- **Public critical infrastructure.** Teams within public facilities such as airports, ports, dams, wastewater plants and others who must respond to emergencies, perform routine security and work in hazardous daily operations.

Private sector uses

Intrepid's situational awareness apps can also fit a number of private sector security needs. For example, they can be used for event management and crowd control at major sporting events, dignitary visits or other events that have integrated response teams who need to know what's happening at any given time. These teams also want to know where each team member is located and be able to share vital information as needed. Private and corporate security organizations can also benefit from similar requirements. Other private sector uses include infrastructure protection, where teams are assigned as security or emergency responders to protect important buildings and structures, such as hospitals, nuclear reactors and oil refineries.

- **Private and corporate security.** Security teams who must manage security operations; who must respond to emergencies at facilities, particularly large-area campuses; and who need to know where their workforce is, as well as quickly share critical data among themselves and integrate with public safety organizations.

- **Event management.** Private organizations that manage concerts, theater, festivals, fairs, triathlons and other sporting events, which benefit from greater coordination and operational efficiency and may need to locally coordinate with public safety teams.
- **Private critical infrastructure.** Teams within vital commercial facilities such as oil refineries, hospitals, power plants, chemical factories, nuclear power plants and others who respond to emergencies, perform routine security and work in dangerous situations. Also teams that may directly integrate with local public safety agencies.

Why Verizon

When it comes to network connectivity and your business success, better matters. According to RootMetrics, Verizon is number one in speed, data, reliability and overall network performance in the United States.¹ Verizon has ranked number one in network performance satisfaction for 33 consecutive quarters, based on analysis of the latest data from Nielsen.² It also ranks the highest in wireless network quality performance across the United States for the third time in a row by *PC Magazine*.³

Learn more.

To find out how Intrepid Networks solutions can help you increase situational awareness in your organization and improve incident management, contact your Verizon Wireless business specialist or visit enterprise.verizon.com/contact-us.

¹ Rankings based on the RootMetrics® U.S. National RootScore® Report: 2H 2016. Tested with best commercially available smartphones on four national mobile networks across all available network types. Your experiences may vary. The RootMetrics award is not an endorsement of Verizon. Visit www.rootmetrics.com for more details.

² Based on Verizon's analysis of Nielsen's Mobile Insights survey data, which uses respondent's self-reported rating (1 to 10 scale) of network quality satisfaction with their carrier. The underlying source data is an estimate based on a national survey of 90,000 quarterly mobile phone users between Q1 2007 and Q2 2016.

³ Reprinted from www.pcmag.com with permission. © 2016 Ziff Davis, LLC. All rights reserved.

Network details & coverage maps at vzw.com. © 2017 Verizon. SB0400317