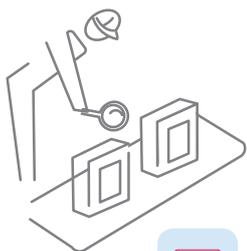


# Incident Response and Management System (IRMS)



Better prepared for calamities and dealing with them through optimal support.



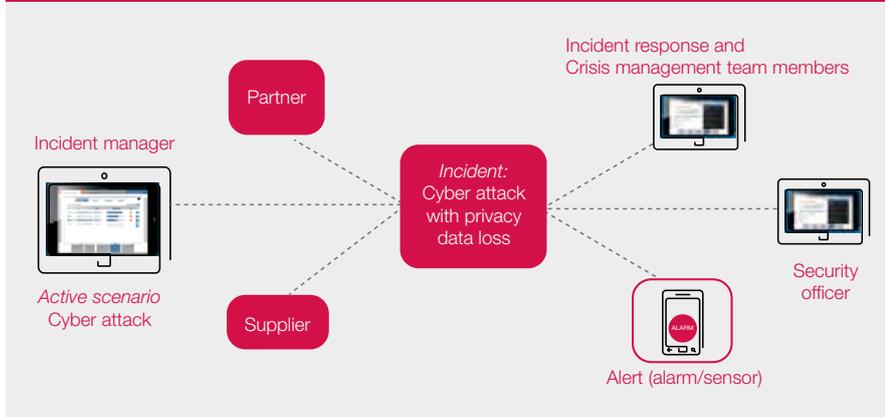
Incidents such as fatal accidents, fraud, violence against employees, fire, data leaks and cybercrime have a large impact on your business. Due to the exceptional and special character of a calamity public organizations and businesses often do not have a routine to handle such incidents professionally. Moreover, when combined with working under high pressure mistakes are easily made and managing a crisis is unnecessarily delayed. This delay results in more damage; not only physical or financial damage, but also political, image and legal damage.

IRMS offers a digital solution for this by creating the opportunity of an information-driven response to calamities using prepared scenarios. As a result you will respond faster, you will collaborate better and you will take decisions to manage the situation based on more actual and complete information.

## **Faster recovery of calamities, hence less costs and damage**

IRMS is meant for all organizations that aim to optimize their incident and crisis management processes and want to digitalise and/or modernise using one integrated information system with all the necessary functionalities. With IRMS your incident response and calamity organization go through a structured process for managing and an incident or a crisis. All of this is aimed at reducing damage and injury, recovering damage and returning to business as usual as soon as possible. IRMS can be used within your own organization and by supply and security partners that can help speed up the recovery of your business processes.

## Information- and scenario-based response management



### More information

Capgemini has over ten years of experience with offering solutions for managing and registering incidents and crises. IRMS is a services managed by Capgemini, for which you do not have to purchase or install specific software. You can purchase IRMS based on a subscription. If necessary help by our experts concerning crisis management can be added. Please contact for more information:

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### Everything you need for an integrated approach to security

Calamities are often unexpected, occur outside of office hours and never go as predicted. To respond to a calamity adequately and quickly, special management skills are necessary. Moreover, software that supports you optimally in these situations is necessary. IRMS is a contemporary solution for information exchange, shared visualization and intercommunication from the very first notification of the incident to the aftercare and aftermath.

With IRMS you can prepare your organization using scenarios that indicate what to do when an identified risk occurs. If you use Capgemini's Exercise Management Tool (EMT) on top of IRMS, you will be able to practice the scenarios digitally in order to be optimally prepared for a calamity. EMT and IRMS are indispensable components within an integrated approach to security management.

IRMS quickly and easily provides you with notification registrations of security issues, risks or incidents. Issues that are directly registered in IRMS can be reported by your staff and your suppliers' staff, as well as by your security, IT, asset management and process monitoring systems. Anybody concerned with the first reporting is able to easily add information.

Through our experience we know that preparation, intercommunication and information exchange are crucial concerning calamities. This is the case within your organization, as well as regarding the collaboration with external parties - i.e. emergency services, government institutions, suppliers, nearby residents and the press. Depending on the scale of the calamity, your response team can easily be scaled up via IRMS. This can be done within or beyond your organizational boundaries. IRMS contains digital notification services, through which the right individuals can be informed of the incident, available information and assigned actions via various communication channels. Furthermore, the modern GIS viewer offers an overview of the location and its surroundings. This enables improved visualisation during a calamity, through which an overview of the situation, actions, measures, utilised resources and progress are constantly up-to-date.

Logs, reports and statistics are available in IRMS as management information or for evaluations. This is also the case for the entire course of the incident and all previous incident files.



## About Capgemini

With more than 180,000 people in over 40 countries, Capgemini is a global leader in consulting, technology and outsourcing services. The Group reported 2015 global revenues of EUR 11.9 billion.

Together with its clients, Capgemini creates and delivers business, technology and digital solutions that fit their needs, enabling them to achieve innovation and competitiveness.

A deeply multicultural organization, Capgemini has developed its own way of working, the Collaborative Business Experience™, and draws on Rightshore®, its worldwide delivery model.

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