

D4H

READINESS & RESPONSE SOFTWARE



The ultimate software for response teams

READINESS

RESPONSE

RE-EVALUATION

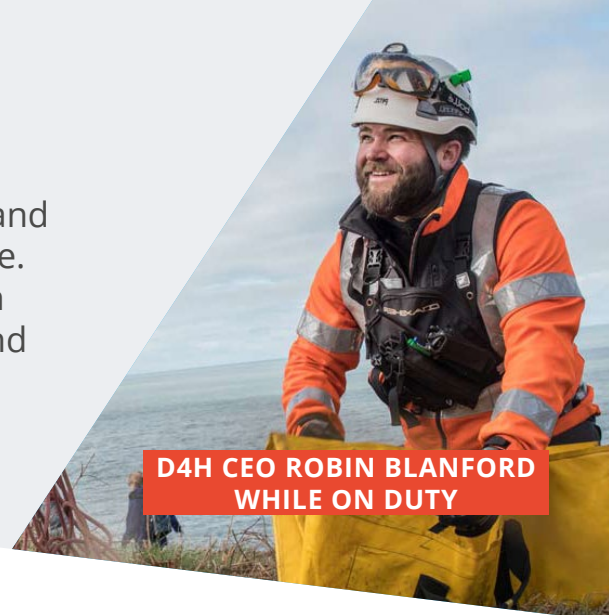


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About D4H Technologies

We are the #1 software for the readiness, response, and re-evaluation of emergencies and incidents worldwide. Every day, it is our duty to innovate efficiencies within our clients' public safety teams, industrial facilities, and corporate crises.



**D4H CEO ROBIN BLANFORD
WHILE ON DUTY**

“We have a duty to innovate”

We don't simply support responders, we all are responders. The team at D4H come from a wide variety of response backgrounds from public safety through to corporate crisis and emergency management. We have a duty to innovate; to keep improving our software using the latest technologies available.

We lead the field by leveraging our own experiences, constantly testing our solutions and striving to be the best at supporting your missions.

We serve you by providing tangible human outcomes to your operations. We trust that we'll help you learn enough about yourselves today to ensure that you will always be ready for tomorrow.

Our vision and mission

We aim to fulfill our vision - “a world of interconnected and collaborative response organizations”. We believe that frictionless technology is a multiplier; it gifts extraordinary abilities that makes teams greater than the sum of their people. Respond smarter, respond safer.

Our purpose is to serve those who serve us - and our mission objective is to build technologies that feel like superpowers, deliver them in easy-to-use supported services, and make them available 24/7. If you have to read the manual, we've got too complicated.

From humble beginnings.

It all started with one simple idea, “how can today's data improve tomorrow's performance?”. D4H was founded in 2008 by Robin Blandford, combining his background in the Coast Guard with an accomplished team of computer scientists, first responders, and emergency managers. Driven by a talented executive team, D4H has since injected global visibility into tens of thousands of operations run by our incredible customers on every continent in the world.



“Best HQ in the world”

Our headquarters based in Ireland has been saving lives since 1814. Over 200 years of accident prevention and emergency response history lies in its walls. Join us for training courses 134ft above the sea, and meet our crew, just 20 minutes from Dublin Airport in the capital city of Ireland.

+70K

RESPONDERS
SUPPORTED
WORLDWIDE

30

COUNTRIES
MADE MORE
EFFECTIVE

+15M

RESPONSE
HOURS
DEPLOYED

24/7

GLOBAL
SERVICE
AVAILABILITY

99%

CUSTOMER
SATISFACTION
RATE

SUCCESSFULLY
SUPPORTING
MISSIONS
AROUND THE
GLOBE



“

What we're able to do with D4H software is a revolution for our team. It's like having an additional team Director in your computer, tablet or smartphone

”

Nick Zaminska - Director, SERT-HAZMAT

D4H Readiness & Response Software Solution



D4H is all you need to manage incidents, personnel, and equipment. Our reliable cloud solution will professionalize your organization to the highest standard.

D4H will enable you to exceed your ambitions, operate with pride, and maximize your budget.

Our extraordinary abilities are trusted by thousands worldwide.



COMPLETE SUITE TO
MANAGE RESPONSE TEAMS



BUILD YOUR OWN
SPECIALIST SOLUTION



MEASUREMENT DRIVES
PROFESSIONALISM



SAVE BUDGET BY
INCREASING EFFICIENCIES

- ✓ Dedicated on-boarding team.
- ✓ 24/7/365 availability.
- ✓ Access anywhere, any device.
- ✓ 99% customer satisfaction.

- ✓ Fantastic support.
- ✓ Experienced trainers.
- ✓ Simple and easy to use.
- ✓ Refined over 10 years.

Control all three phases of every incident.

READINESS

Ensure well-managed equipment and personnel always ready-to-go.

D4H offer a dedicated and complete readiness solution so you can ensure your response team personnel and equipment is in a permanent state of preparedness.

RESPONSE

Assert an effective and professional response to every incident.

D4H is a powerful and effective solution that deploys a suite of real-time technologies into the hands of your personnel, ensuring you always have the latest information when you need it the most.

RE-EVALUATION

Gain insights from consistent reporting and evidence your value.

D4H helps you collect consistent and high quality data from across your organization. Data is automatically analyzed and can be queried as soon as it is submitted so you'll never have to wait for results again.

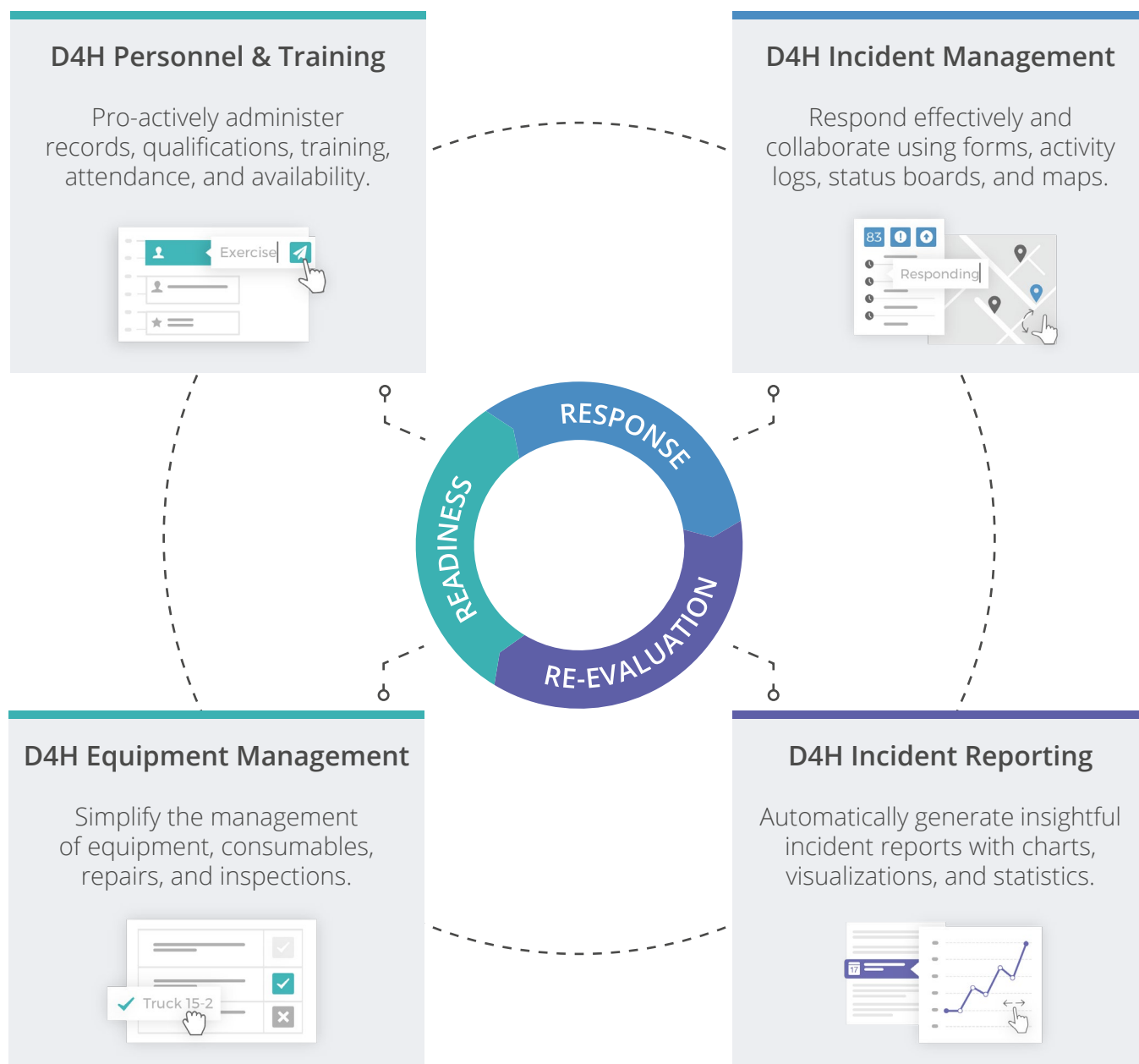
Are you a system of teams? Connect them together.

ORGANIZATION PERFORMANCE

Connect multiple teams together to report in real-time to your parent organization. Create large datasets to understand the resources, capabilities, personnel, and equipment available within your mutual aid, regional, or state association.

Four products, one dashboard.

All of our products are interconnected across your entire organization. Solve one problem at a time, and scale up as you need.





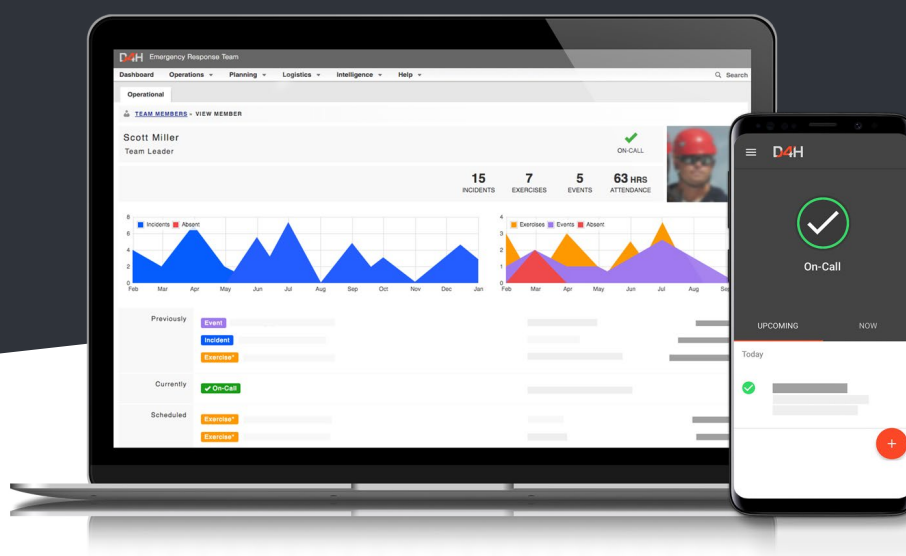
Discover D4H products

- ✓ D4H Personnel & Training
- ✓ D4H Equipment Management
- ✓ D4H Incident Management
- ✓ D4H Incident Reporting

D4H Personnel & Training

READINESS

A highly proactive system to easily manage the administration of personnel, qualifications, training, attendance, and availability. Measure performance and collaboratively engage your personnel to reach the highest standard of professionalism.



Prepared for the worst.

Every good response has good readiness behind it. A powerful readiness system means being able to visualize the readiness of your entire organization in a single dashboard.

It achieves these successes by moving your records, scheduling, qualifications into the cloud, adding proactive alerts and reminders, and making the entire experience collaborative.



SECURE HOSTING

We offer a high-compliance security guarantee. All data is protected, private, and encrypted to keep it safe.



ALWAYS AVAILABLE

Your data is owned and accessible only by you and it is always available when you need it.



AUTOMATIC BACKUPS

Data is automatically mirrored across multiple availability zones with point-in-time recovery.



PRIVACY COMPLIANCE

Data remains owned by your organization. Our policy is to protect personal data.

Your personnel, always ready.

It only takes three steps with D4H.



KNOW WHO YOU HAVE

Effortlessly access personnel records, qualifications, availability, attendance, and past experience. Benefit from structured and audit ready data available on any device.

BUILD & IMPROVE

Build a skillful and experienced team with scheduled training plans that help you prioritize and meet requirements. Achieve readiness with proactive alerts when courses are due.

ENGAGE & COLLABORATE

Target communications to team members using built-in email, text messages, and voice calls. Collaborate and engage through leader-boards, discussions, and weekly briefings.

Benefits at all levels.

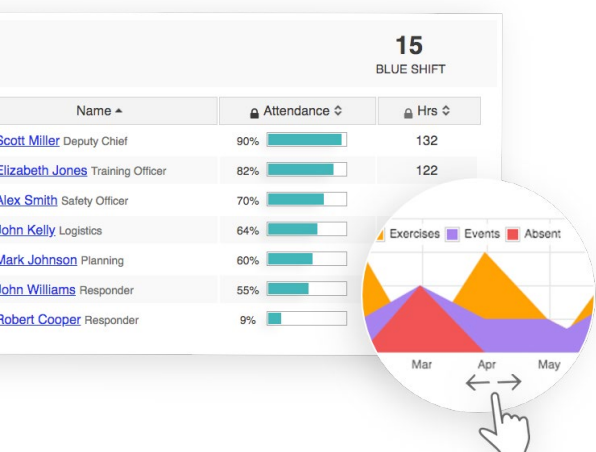
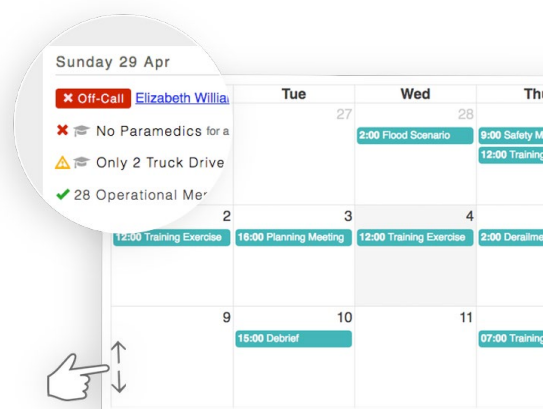
PERSONNEL LEVEL	TEAM LEVEL	ORGANIZATION LEVEL
✓ See training schedules and respond to your invites. ✓ Manage assigned tasks for evidence of work done. ✓ See your qualification and attendance records on file. ✓ Update your contact details on file. ✓ Update your on-call availability. ✓ Access team information and documents.	✓ See the attendance, performance, and training of all personnel. ✓ Send individual and group communications, manually or automatically. ✓ Engage personnel to update their own data where applicable. ✓ Better oversight, audit, preparation, and learning opportunities. ✓ Control access levels and permissions.	✓ Gather real-time personnel information from teams across a region. ✓ Compare training requirements and gaps in different teams. ✓ Forecast training budget requirements for upcoming years. ✓ Find efficiencies by sharing training across teams. ✓ Control the whole organization with pre-determined structures and reporting.

Benefits & Features

Single source of readiness.

Reach the highest standards of professionalism through the continuous measurement of readiness of your personnel; all from a single secure dashboard.

- ✓ Personnel Records
- ✓ Shared Calendars
- ✓ On-Call Planner



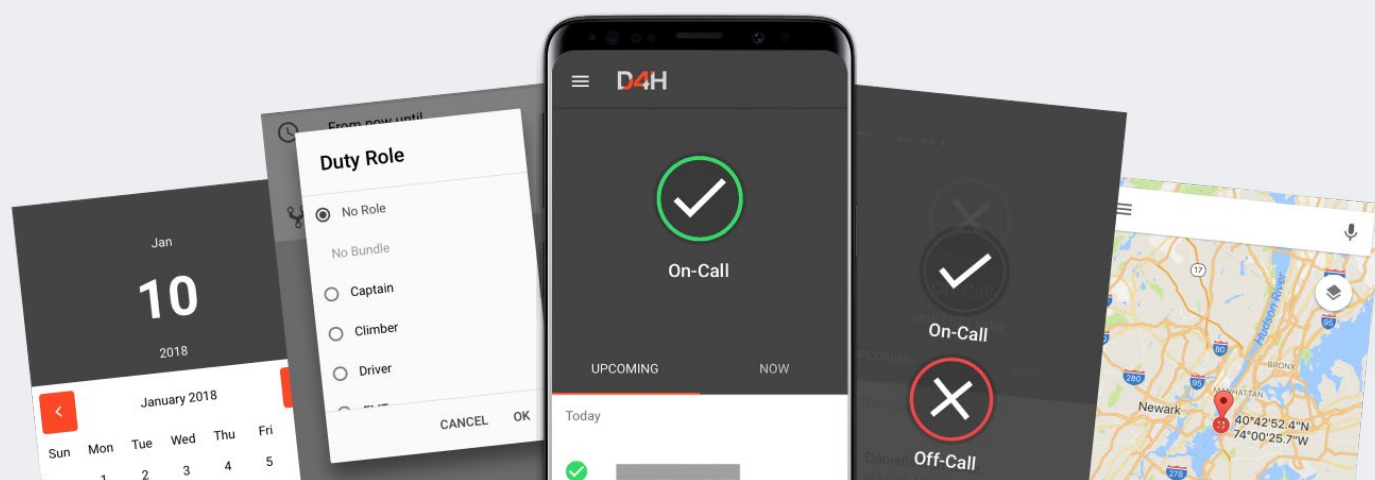
Simplify the tracking of training.

A full credential management system at your fingertips. Manage your entire training program by building exercises with pre-plans, attached documents, assigned roles, and more.

- ✓ Qualification Management
- ✓ Budget Planning
- ✓ Certificate Expiry Alerts

MyD4H app is readiness in your pocket

Your personnel can easily manage their availability, attendance, and schedule on-the-go with a dedicated app for smartphones. Users can conveniently manage and share their own information.

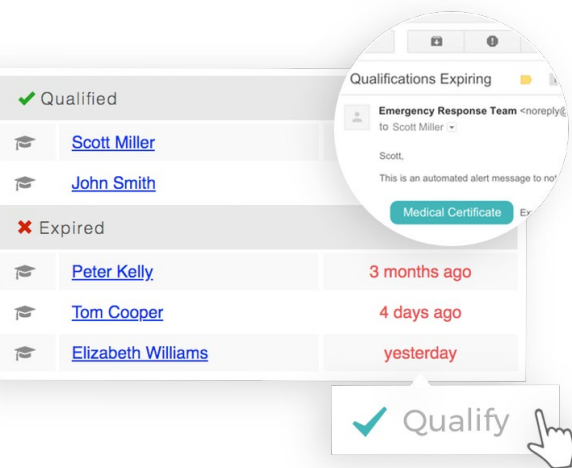
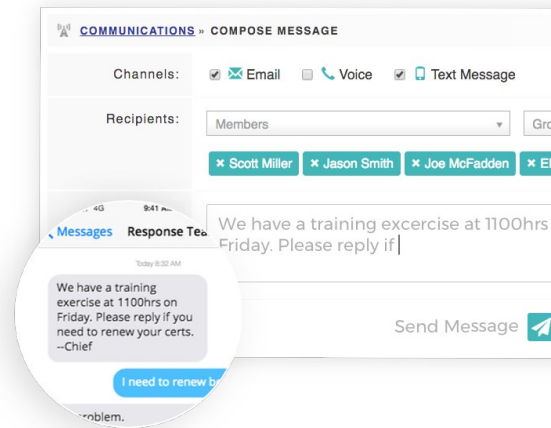




Engage everybody collaboratively

Create a sense of progression, ambition, and pride in your personnel. Engage members with personal profiles, leaderboards, and self-service apps.

- ✓ Tasks and Discussions
- ✓ Effective Communications



Always ready for audit

Response teams with the most data win. They win more budget, they win more capability, and they win more respect. Capture the intangible values of your response team.

- ✓ Powerful Reporting
- ✓ Historic Records



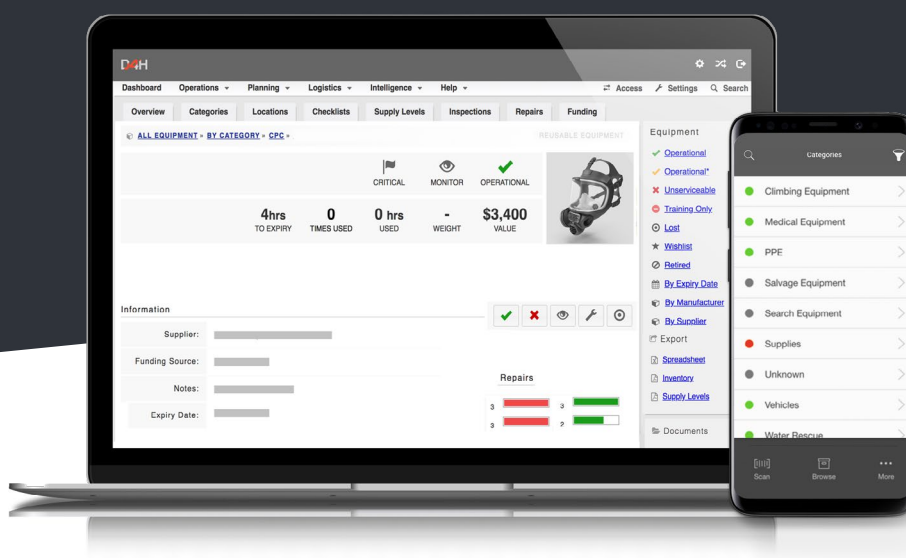
“ The D4H solution has revolutionized how we conducted our business as well as provided a solid collaborative communication platform that provides cutting edge technologies and effective outcomes. ”

Jeff Straub - Emergency Manager, South Carolina

D4H Equipment Management

READINESS

Smart equipment and consumable readiness software for easy inventory administration. Ensure all of your equipment is ready-to-respond with proactive inspections, repairs, expiry dates, and service history logs.



Equipment Prepared.

Every good response has good readiness behind it. A powerful readiness system means being able to visualize the readiness of your entire cache of equipment in a single dashboard.

It achieves these successes by moving your inventory into the cloud, adding proactive alerts and reminders, and simplifying the entire experience.



SECURE HOSTING

We offer a high-compliance security guarantee. All data is protected, private, and encrypted to keep it safe.



ALWAYS AVAILABLE

Your data is owned and accessible only by you and it is always available when you need it.



AUTOMATIC BACKUPS

Data is automatically mirrored across multiple availability zones with point-in-time recovery.



PRIVACY COMPLIANCE

Data remains owned by your organization. Our policy is to protect personal data.

Your equipment, always ready.

It only takes three steps with D4H.



KNOW WHAT YOU HAVE

Digitize your inventory and easily access equipment records from any internet connected device. Browse your cache by category, kind, location, manufacturer, or model.

KNOW WHAT YOU NEED

Answer all your equipment questions with instant reports and inventories. Track equipment use, loss, and retirement with the full benefit of our integrated cost recovery module.

KNOW IF IT'S READY

Simplify your entire inventory down to a single green light of readiness. Automatic inspections and expiration alerts will proactively flag any items that need attention.

Benefits at all levels.

PERSONNEL LEVEL	TEAM LEVEL	ORGANIZATION LEVEL
✓ Complete maintenance, repairs, and inspections from your smartphone. ✓ Mark items unserviceable with a single click. ✓ See what equipment is issued to you in D4H Personnel & Training. ✓ Scan barcodes with your smartphone camera to see their records or locate it.	✓ View a single dashboard prompting all jobs to be done on your equipment cache. ✓ Browse all equipment by category, kind and location. ✓ Nest equipment in other equipment to replicate vehicles, shelves, bags, kits, and containers. ✓ Barcode and uniquely reference your equipment. ✓ See a list of all outstanding repairs and maintenance across your entire team. ✓ Know from a single green light, that all inspections have been carried out.	✓ Easily determine the location of specific resources within teams across your entire region. ✓ Visualize equipment weight and value by team, location, and vehicle. ✓ Set cost recovery values for usage and hours rates consistently across your organization. ✓ Control the terminology used to define equipment across all teams in your organization.

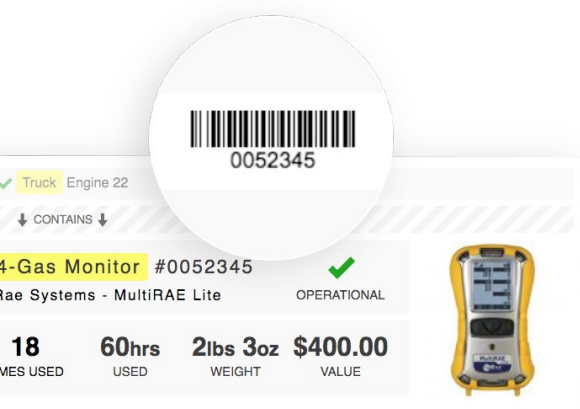
Benefits & Features

Get your inventory under control.

Move your focus from how much equipment you have, to how much equipment is actually ready-to-respond.

- ✓ Digitize Your Inventory
- ✓ Avoid Spreadsheets

Download & Print		4,503lbs TOTAL WEIGHT	\$629k TOTAL VALUE
Equipment		8099 OPERATIONAL	420 UNSERVICEABLE
34	Personal Protective		✓ YES
57	Medical Equipment		✓ YES
61	Air Monitoring		⚠ SOME
5	Lighting Systems		✓ YES
40	Decontamination		✓ YES
6	Sensors		✓ YES



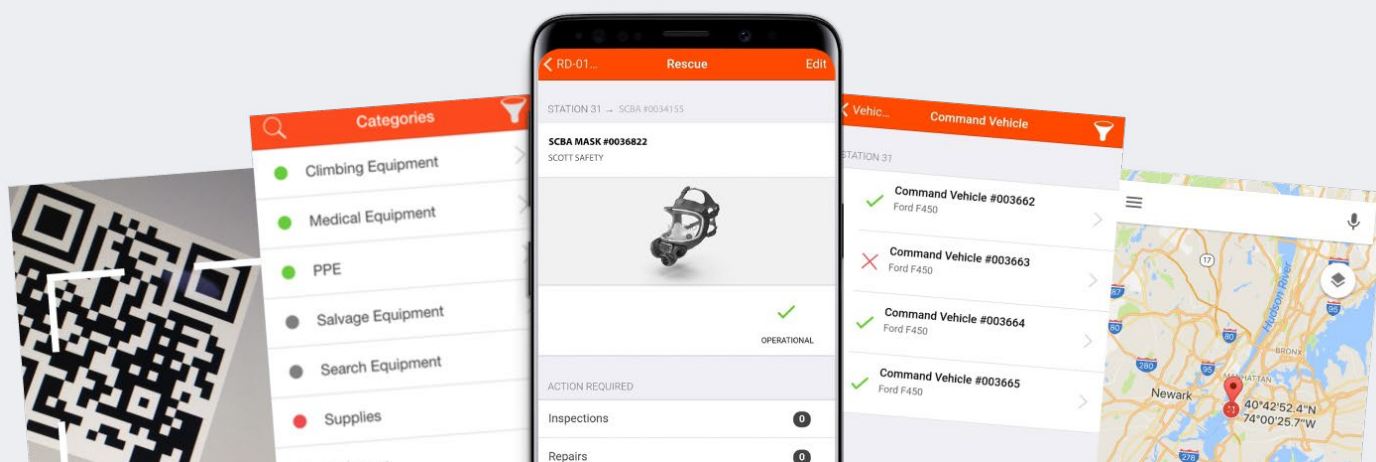
A simplified inventory.

Reduce the complexity of equipment readiness down to a single green light. Browse your storage locations by equipment category, kind, model, and supplier.

- ✓ Nested Equipment
- ✓ Barcode Scanning

Equipment management. There's an app for that.

Our Equipment Management smartphone app with built-in barcoding will allow you to access and manage your equipment records from the warehouse floor. You get unlimited app downloads for all personnel, enabling them to perform mobile inspections, repair logging, and status updates.

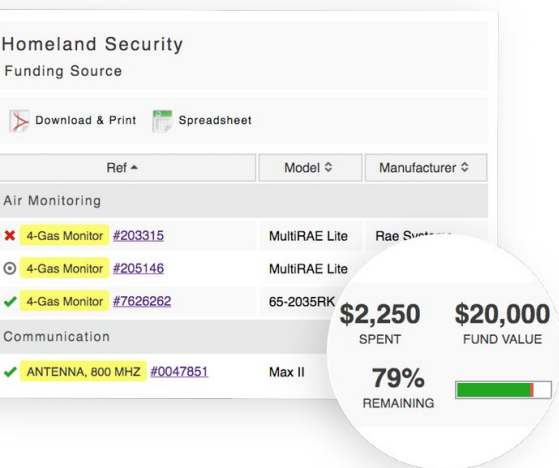
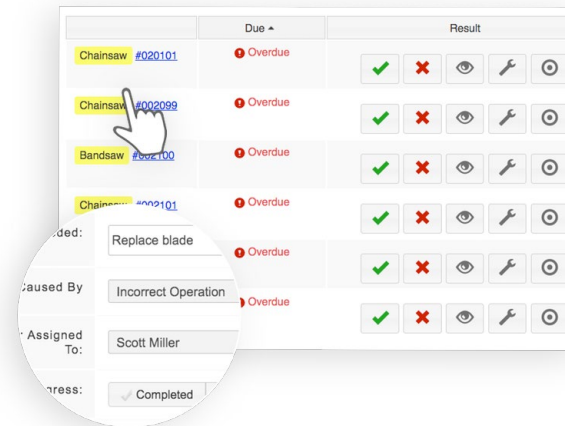




Alerts to get your attention.

D4H will automatically alert you on your dashboard and remind you by email if an inspection is overdue, repair has been assigned, or an item as expired.

- ✓ Recurring Inspections
- ✓ Maintenance & Repairs



Save budget and secure grants.

Get powerful intelligence on the value of what you have and the cost of maintaining it. Use this information to plan and budget for upcoming purchases.

- ✓ Funding Sources
- ✓ Replacement Costs



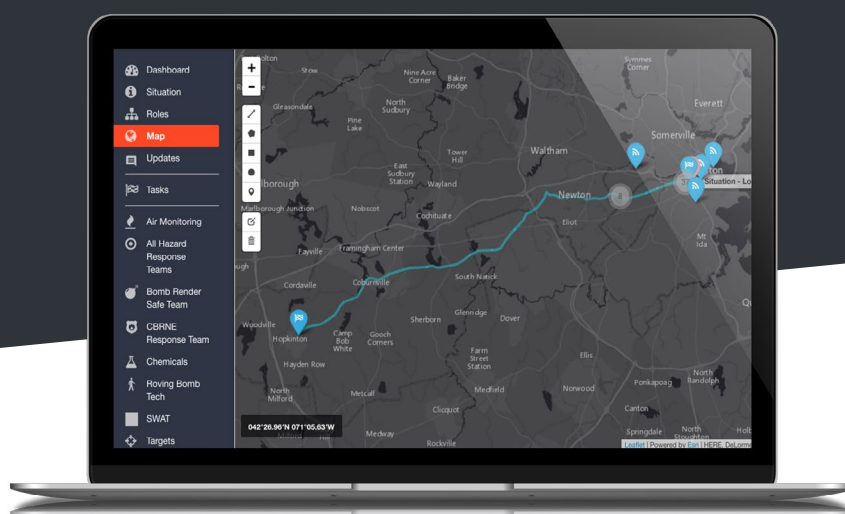
“ D4H answers every imaginable question you might have about your organization, from where a particular piece of equipment located to what's its maintenance status and history and who qualified to wear an SCBA mask. D4H can answer these and many other questions with a few clicks of a mouse ”

Mike Magda - Western Wayne County Hazardous Materials Response Team

D4H Incident Management

RESPONSE

Real-time incident management software that enables the coordination of an effective response to any situation. Easily create a common operating picture, communicate objectives, and collaborate on a resolution using forms, logs, maps, and status boards.



Be the most effective.

True interoperability is about connecting people with information technology. A powerful response solution enables collaboration between roles through a single source of truth. An effective response solution will be incredibly easy to use.

Response by D4H is a powerful and effective solution that deploys a suite of real-time technologies into the hands of your personnel, ensuring you always have the latest information.



SECURE HOSTING

We offer a high-compliance security guarantee. All data is protected, private, and encrypted to keep it safe.



ALWAYS AVAILABLE

Your data is owned and accessible only by you and it is always available when you need it.



AUTOMATIC BACKUPS

Data is automatically mirrored across multiple availability zones with point-in-time recovery.



PRIVACY COMPLIANCE

Data remains owned by your organization. Our policy is to protect personal data.

Effective response, no learning curve.

It only takes three steps with D4H.



1 LAUNCH INCIDENTS

Instantly launch a pre-planned response to begin collaborating. Publish a situation report, assign roles, and communicate your incident to response personnel and stakeholders.

2 RESPOND EFFECTIVELY

Use real-time status boards, forms, and GIS mapping to manage and understand the impact of your situation. Assign tasks, coordinate resources, and record your actions in the activity log.

3 ENGAGE & COLLABORATE

Target communications to team members using built-in email, text messages, and voice calls. Collaborate and engage through leader-boards, discussions, and weekly briefings.

Benefits at all levels.

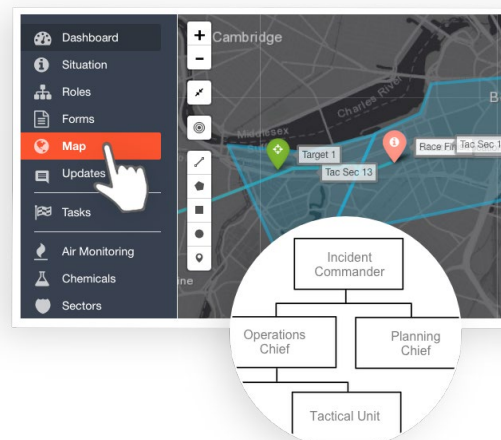
PERSONNEL LEVEL	TEAM LEVEL	ORGANIZATION LEVEL
✓ Receive realtime updates from all connected users. ✓ Send updates, photos, and media to other users. ✓ Receive task assignments and update your progress. ✓ Document your location on a map and update its status. ✓ Contact command with mentions and notifications by role or name.	✓ Annotate a map and build out a common operating picture. ✓ Use role based logic to assign tasks and monitor progress. ✓ Edit forms in real-time and share update to all connected users. ✓ Project your information on real-time customizable status boards. ✓ Overlay current aerial imagery from drones, helicopters, and light aircraft on your map.	✓ Build and distribute new form templates on the fly. ✓ Deploy pre-plans with predetermined incident plays. ✓ Custom build your own status boards and form templates. ✓ Assign granular permissions and controls to ensure your information security. ✓ Single-click export detailed audit trails and logs from your incidents. ✓ Download all data, forms, images, and media at the resolution of your incident.

Benefits & Features

Your common operating picture.

Our real-time maps, forms, activity logs, and checklists will give your response a common operating picture. Everyone will be on the same page no matter their location.

- ✓ Situational Awareness
- ✓ Know The Pre-Plan
- ✓ Make Decisions Faster



Highly collaborative environment.

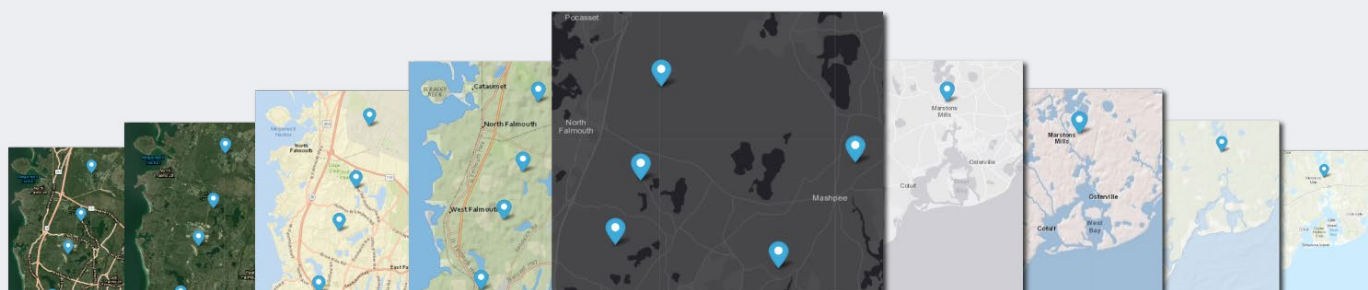
Communicate with your team in real-time using built-in collaboration tools. It makes working together a whole lot easier when everyone can view the same information.

- ✓ Work Together
- ✓ Effective Tasks Completions
- ✓ Chat & Comment
- ✓ Share Information



Build your own cloud-based maps by Esri

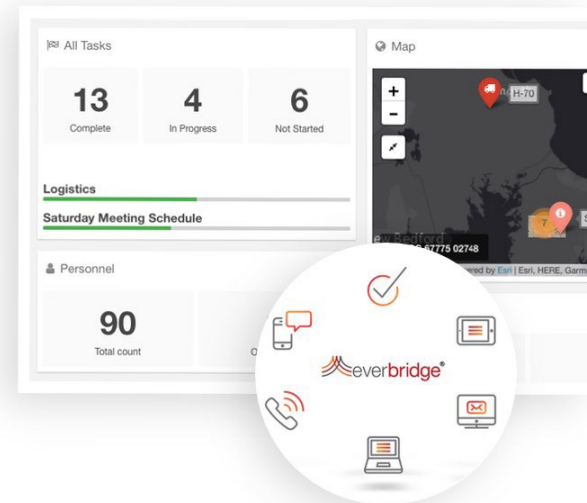
Make and share powerful maps with location-based information directly from your incident. For mapping without limits, integrate your data with Esri ArcGIS Online, our official GIS partner.



Flexible, adapt to anything.

Highly configurable system that allows on-the-fly adaptation during an incident.

- ✓ Scale Up
- ✓ Customize On The Fly
- ✓ Get There, Anywhere
- ✓ Add-Ons



	Manifest was taxed to the Police as per request. Confirmed receipt on
14:00	Police confirmed 4 fatalities / 5 injuries and 70 survivors. Survivors be centre at the Radisson. No confirmation on staff injuries as yet.
14:06	TRE would like to know where to send Pax Baggage. Advised to keep it will be treated as a crime scene. Advised to call Police @ 1700 to cf forward.
14:22	Refreshments have been issued to the pax at Radisson.
14:30	Go team are at gate 5 awaiting access to the aircraft.
14:38	5 additional staff members sent to Radisson to help out with Pax.
14:45	5 additional ACL staff members sent to Radisson to help out with Pax.
14:59	
	News channels are starting to broadcast image



Defend your big decisions.

Easily demonstrate you had all the information available to your organization at the time.

- ✓ Audit Ready
- ✓ Searchable Data Room
- ✓ Single Download



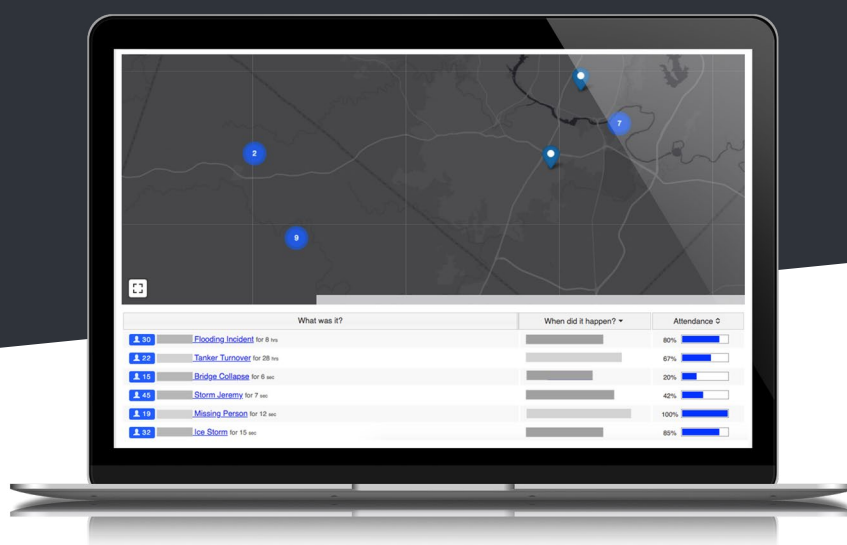
“D4H has considerably improved situational awareness and I believe it has also helped to achieve our objectives, by maintaining focus and tracking tasks better during the operation. Some of the staff on the operation had not even attended the one-hour familiarisation session, but were given a login and a few tips and were using the system within a few minutes.”

Ryan O'Rourke - Selwyn District Council (EOC)

D4H Incident Reporting

RE-EVALUATION

Automatically generate insightful incident reports with charts, visualizations, and statistics. Access game-changing data to re-evaluate operations, make better decisions, and evidence the true value of your organization.



Unlock your true potential.

When done right, every response creates an opportunity to learn and improve. Answer questions, publish indisputable facts, make irresistible funding applications, and discover the strengths & weaknesses of your organization.

Re-evaluation by D4H is a powerful and effective solution that helps you collect consistent and high-quality data from across your organization. Data is automatically analyzed and can be queried as soon it is submitted so you'll never have to wait for results again.



SECURE HOSTING

We offer a high-compliance security guarantee. All data is protected, private, and encrypted to keep it safe.



ALWAYS AVAILABLE

Your data is owned and accessible only by you and it is always available when you need it.



AUTOMATIC BACKUPS

Data is automatically mirrored across multiple availability zones with point-in-time recovery.



PRIVACY COMPLIANCE

Data remains owned by your organization. Our policy is to protect personal data.

Evidence your value with easy reporting.

It only takes three steps with D4H.



DOCUMENT YOUR INCIDENTS

Easily write and submit your incident reports, turning them into a searchable historic database. Our secure platform will help you gather high-quality consistent data.

GAIN INSIGHTS & RE-EVALUATE

Access easy-to-analyze data presented in comprehensive visual formats including charts and maps. Unlock powerful insights by clicking through your patterns and trends.

ORGANIZATION WIDE

Set reporting across your entire organization, and gather data in real-time from anywhere in the country. Our workflows ensure high-quality editing and approval processes.

Benefits at all levels.

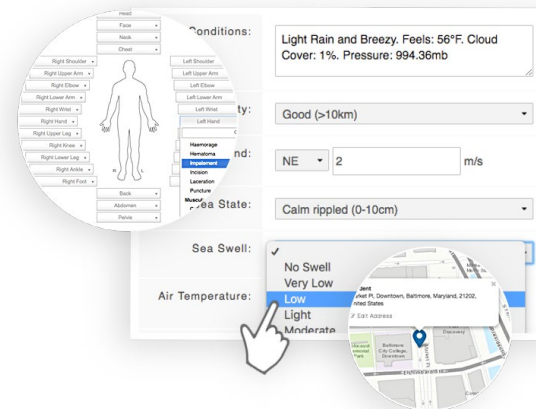
PERSONNEL LEVEL	TEAM LEVEL	ORGANIZATION LEVEL
✓ Easily submit incident reports and paperwork. ✓ Gain awareness and learn from what you missed. ✓ Lookup your individual incident attendance history	✓ Build a searchable database of all your incidents. ✓ Be able to single-click quantify your value. ✓ Demonstrate required equipment and training. ✓ Identify key response personnel based on attendance rates. ✓ Know where to focus training and resources. ✓ Easy printable exports of your incident reports.	✓ Collate incident reports from across your organization. ✓ Receive reports as instantly as they are submitted. ✓ Compare and contrast incidents across teams. ✓ Consistent organization-wide reporting forms. ✓ Identify patterns and trends nationally and by region

Benefits & Features

Make reporting simple.

Quick entry and automatic reporting make the task of accountability simple. Build a complete history of your responses which you can search, interrogate, and visualize to transform your organization's incidents into data-driven.

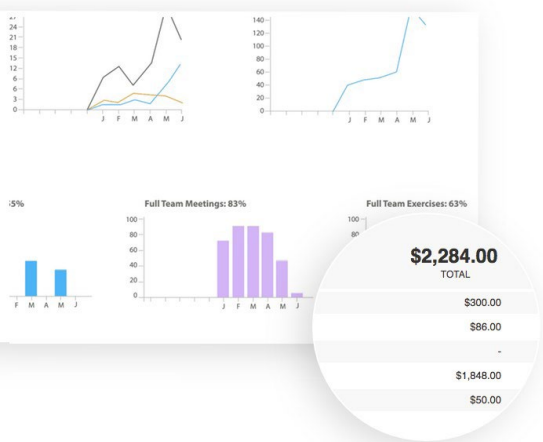
- ✓ Automatic Reports
- ✓ Quickly Document
- ✓ Charts & Visuals



Evidence Your Value.

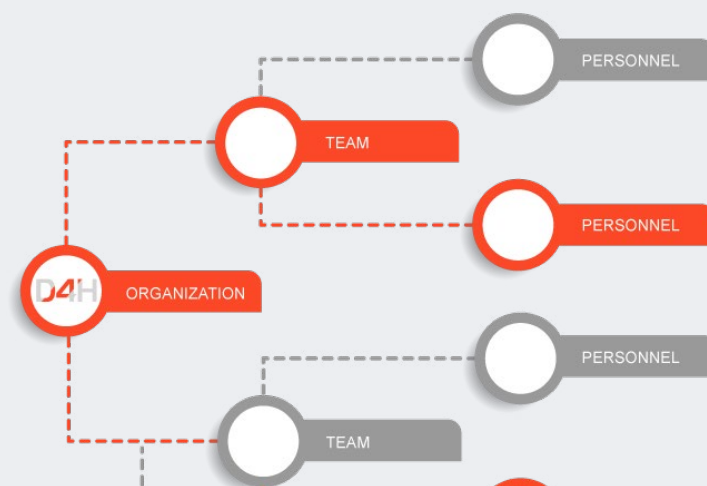
Good data tells your story. Demonstrate the volume of responses you undertake, the hours you dedicate, and the cost of your operations..

- ✓ Secure Grants
- ✓ Predict Budgets
- ✓ Cost Recovery



Organization-Wide Statistics In Real-Time

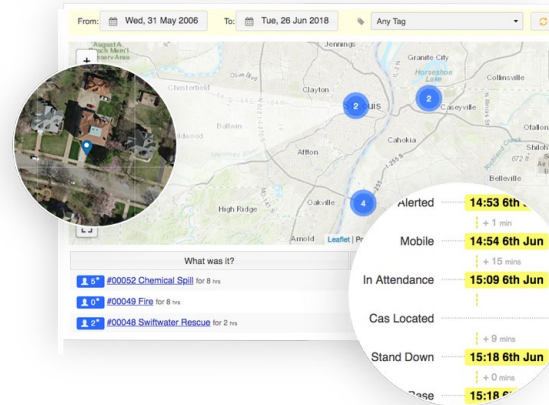
Generate standardized incident reports from multiple teams across your entire organization. Reports are delivered in real-time, and your organization-wide statistics are updated in real-time.



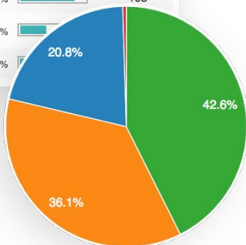
Know it all with specialized modules.

All data you might need at your fingertips. You can know the who, what, where, and when of every incident.

- ✓ Photos & Documents
- ✓ Hazardous Materials
- ✓ Lost Person Behavior
- ✓ Persons Involved
- ✓ Build Your Own



	Incidents	Training	Total
Rescue Techniques			
Swift Water Rescue	0%	4%	97
Ice Rescue	7%	19%	384
Heights Rescue	0%	0%	10
Helicopter Winch	0%	4%	32
Helicopter Long Line	1%	4%	103
Mud Rescue	0%	3%	
Dive Recovery	0%	1%	



Drive efficiency with better decisions.

Unlock knowledge, identify problems, and beat conventional wisdom. Unlike generally accepted theories and beliefs, your data does not lie.

- ✓ Prevention First
- ✓ Target Training
- ✓ Integrated Data



“ The integrated reporting options within D4H have provided us with the statistics needed to apply for and receive our grants. The ease of accessing and creating these statistics with the program is fantastic. With the ease of statistics and entering information we have saved countless hours using D4H over our previous paper based system. ”

Technical Rescue Chief, Alberta



Client Services

✓ D4H Support Center

✓ D4H Training Services

✓ Implementation

Support Center | D4H Client Services

D4H provide different lines of support to maximize an organization's investment by ensuring maximum ease of use for all levels of the organization. The different types of support provided are:



D4H Knowledge Base

At our Online Support Center, we provide teams with a knowledge base of content aimed at answering all frequently asked questions with simple step-by-step guides, as well as links to more indepth articles that provide advice on advanced features and best practices in use by teams across the globe. By providing such a resource, teams retain more information than they would had they used a direct support line as their first point of contact.



D4H Help Desk

If your query cannot be adequately answered by the D4H Knowledge Base, you can contact us directly by email at our Help Desk. This will create a ticket centrally in our support system which allows us to assign it to the appropriate individual to be dealt with.



D4H Phone Support

Account administrators may contact the D4H office on the below international phone numbers. These numbers will connect you to the D4H Help Desk.

D4H have a world-class customer success team. Depending on the services purchased, you will have a range of support available to you. Our roots are from within the very field we are supporting and our own crew agents have backgrounds in Emergency Management, Emergency Response, Special Operations and more; they understand your needs.

Training Services | D4H Client Services

Our implementations are successful because our training approach places the power of the system in the hands of users. Intensive system administrator training and 'Train-The-Trainer' sessions provide the tools and knowledge to configure and customize the system for your department's individual needs – today, and in the future. At D4H we offer two types of training:



D4H Online Training

Online training is the most flexible approach aimed at those that require ongoing and cost effective training. This type of training is done by 1-1 and group interactive webinars where attendees can interact and ask questions. Usually targeted as a train-the-trainer course.



D4H On-site Training

On-Site training is aimed at those at the "Editor" level. This is typically Leadership who have full access to all areas and functionality of a team account. The agenda varies depending on the D4H products purchased.

Implementation Services | D4H Client Services

Whether your department serves a small community or a large urban centre, D4H provides comprehensive, full-service client support during system implementation including:



Consultation

As with the implementation of any new solution into an organization, there can be a degree of apprehension as to whether an organization is adopting the right approach in how they use or structure the new solution.

D4H Technologies are global experts in the right data for when things go wrong and as such bring a wealth of experience from both previous projects, as well as the personal experience of D4H employees as real life team members using D4H. D4H solution architects can advise you on your data structures, fields, data collection, archiving, as well as the more simple questions of day-to-day use in a team environment.



Data Conversion

D4H's implementation services also include converting data from your previous system. Our team will identify data mapping requirements to preserve the integrity of your legacy data.



Large Project Management

Good project management is key to the success of every large implementation. As all our project managers know, when it comes to implementing software projects, there is no such thing as a universal solution. To be effective, your assigned D4H Technologies project manager will work with you to tailor the project milestones and timeliness in accordance with your goals, management, & staff capabilities, organization size and culture.

Our projects take on a phased approach to all implementations. This facilitates the necessary time to gather information about the organizational structures, personnel and cultural nuances, as well as providing clear checkpoints along the way where both sides can come together to evaluate the direction and make any necessary adjustments.

The five phases of D4H implementation.

1

Initial Assessment & Planning

During this phase, both sides will come together to agree the different project milestones and metrics by which progress will be measured. The establishment of a Project Group on the client side will be vital as progress meetings will be frequent as we move through the different phases.

2

Organizational Level Configuration

The use of an Organization Level D4H Account allows a level of oversight and control over the individual Team Accounts. With this in mind, we will work to configure the Organization Account to capture all the metrics you wish to track, as well as determining the level of control you wish to exert over the teams and how they operate.

3

Team Level Configuration

The structure of the Team Accounts will be heavily influenced by the Organizational structures set in the previous phase, so this phase will focus heavily on the creation of the production accounts and getting the team leaders up to speed on day-to-day use of the system.

4

Delivery

The delivery phase will adopt a staggered approach whereby different levels of management will be introduced to the production accounts at different stages. This provides team leaders with advanced access so that they can become comfortable before inviting the rest of their team.

5

Evaluation & Maintenance

In this final phase, the project will come to a close as all milestones will have been reached. Both sides will come together to evaluate the project and confirm all objectives have been reached. By now all individuals will have full access at their appropriate level and D4H's role will evolve into supporting ongoing operations with the application.

Case Studies

Below you can learn how some of our clients are using D4H to become more efficient. Please visit our website blog to learn more.

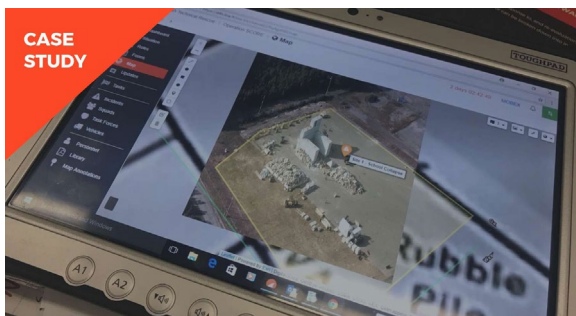
British Columbia Association



Boston Marathon



Terrorist Attack Drill



Maine EMA



Yorkshire Air Ambulance



Selwyn District EOC



Security as priority.

As we are invested in your security, we treat it as priority. We implement the best security practices internally, but also to ensure our providers do the same. We enforce an Information Security Management System (ISMS) and are undergoing ISO 27001 Certification.

Confidentiality, Integrity, Availability

- Only identified senior personnel have access to databases, servers, and backups on a need-to-know and need-to-use basis.
- Any user access is unique and protected by authentication step.
- We require strong passwords on all systems both by employees and customers.
- Our services are all encrypted during transit.
- We maintain our products as available with over 99.98% uptime.
- We require the same involvement from our providers.

Your Data, Your Privacy

- We process your data only in order to configure the application to your business needs.
- We cannot access data during support requests unless granted by the customer.
- We will never, ever ask for your personal information such as password.
- We don't keep any copies of your data 60 days after contract termination.
- You can upload and download documents you need securely.

Our Response

- We are always ready to respond to security incidents.
- Our staff is trained in security and respect our best practices.
- We implement a business continuity plan, in order to remain available at any moment.
- Your data is recoverable on backups.

A smarter response team just arrived on-scene. Over.

Thank you for reading. My team and I are committed to providing you with the very best technologies to manage all areas of your response team from readiness, to response, to re-evaluation. Technologies so frictionless, they feel like superpowers.

This is how we live our lives - passionate people with a mission to bring all of our clients to the next level of professionalism. It is our duty to innovate, letting you focus on what you do best - respond.

Robin Blandford
CEO & Founder
D4H Technologies





READINESS & RESPONSE SOFTWARE



USA: 1.800.480.5103 (Toll Free)

Canada: 1.800.480.5103 (Toll Free)

UK: 020 3432 0730

Ireland: 01 525 2970

Rest of the world: + 353 1 525 2970



d4htechnologies.com



sales@d4h.org



Ireland: The Baily Lighthouse, Dublin, D13 K7K8, Ireland.

USA: 177 Huntington Ave Ste 1703 #22418, Boston,
Massachusetts 02115-3153, USA.

D4H Technologies Ltd