



# OnSolve Incident Hotline

## Empowering Employee Safety

In today's dynamic risk landscape, organizations face unprecedented challenges in ensuring the safety and well-being of their employees. As highlighted in the [2024 OnSolve Global Risk Impact report](#), the frequency and severity of incidents have risen, with employee and public safety emerging as top concerns. In response to these evolving threats, OnSolve® provides the Incident Hotline, a comprehensive assistance service designed to provide rapid support to employees in times of need.

The Incident Hotline offers a scalable, 24-7-365 assistance solution tailored to meet the needs of organizations of all sizes. Whether navigating unfamiliar territories or facing unforeseen emergencies, employees can easily access support through the OnSolve mobile app or by dialing a dedicated phone number.

### Key Features of the Hotline:



#### Immediate Assistance

Employees can seek help with common travel and security questions, such as lost passports, medical emergencies, or locating nearby facilities.



#### Enhanced Security

With a rigorous training program and access to modern AI technology, the assistance team is equipped to handle diverse challenges and help employees effectively.



#### Seamless Escalation

The Incident Hotline seamlessly escalates to OnSolve's Global Risk and Intelligence Services team for complex inquiries requiring further analysis when necessary, ensuring swift resolution and informed decision-making.

# Your Partner in a Crisis

The unified OnSolve Platform hosts a suite of products to support organizations through every step of a critical event, from preparation to detection to activating response teams and recovery.

## Prepare



with risk assessments, historical trends and statistics before anything even happens.

## Detect



threats early with accurate, focused alerts and impact assessments.

## Activate



teams by disseminating information needed to mobilize quickly.

## Recover



faster with the right technology to better understand, handle and mitigate risk.



OnSolve Named a Leader in the Forrester Wave™: Critical Event Management Platforms, Q4 2023

Our U.S.-based Assistance Team is staffed by proficient English speakers in Lowell, Massachusetts. The hotline ensures prompt assistance, with inquiries typically addressed within 30 seconds. In the event of natural disasters, medical emergencies or security incidents, employees can quickly access support and receive guidance on safety protocols and procedures.

### **Loss or Theft Assistance:** “I lost my passport. What should I do?”

The Assistance Team guides on the necessary steps in such situations, ensuring minimal disruption to travel plans.

### **Emergency Medical Support:** “Where’s the nearest hospital?”

Our Assistance Team can quickly locate the best nearby medical facilities and provide directions for prompt medical attention.

### **Security Concerns:** “Who should I call?”

Employees can rely on OnSolve for immediate assistance and guidance when facing security threats or uncertainty.

In an era of uncertainty and volatility, prioritizing employee safety is paramount for organizational resilience and continuity. With the OnSolve Incident Hotline, organizations gain a reliable partner in navigating today’s complex risk landscape. By providing employees with access to immediate assistance and expert guidance, OnSolve helps organizations enhance their duty of care and foster a culture of safety and preparedness.

**To learn more about the OnSolve Incident Hotline, contact us today to speak with one of our analysts.**

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## About OnSolve

OnSolve® is the leading provider of AI-powered critical event management technology that enables organizations to proactively mitigate risk and remain agile when a crisis strikes. With powerful and reliable risk intelligence, mass notification and incident management technology, the unified OnSolve Platform allows enterprises, organizations and government agencies to prepare, detect, activate and recover from physical threats. Named a leader in the Forrester Wave™: Critical Event Management Platforms, Q4 2023, OnSolve received the highest possible scores across 12 criteria, including Physical Threat Intelligence, Employee Mass Communication and more.

For more information, please visit [www.onsolve.com](http://www.onsolve.com).