



# OnSolve Intelligence Services

When you need more than a technology provider, trust OnSolve — your technology partner.



# Risk is complex.

Resilience requires processes, technology and – ultimately – people.

Natural disasters. Civil unrest. Supply chain disruptions. An intricate interplay of global, technological, economic and environmental factors has created a complex and dynamic risk landscape.

For example, as severe weather events become more frequent and intense, facilities may become inaccessible and roads impassable, putting employee safety and well-being at risk. Every natural disaster also has the potential to become a dynamic risk, leading to unanticipated impacts such as flooding, road accidents and power outages. The impact can be far-reaching too: A hurricane can lead to supply chain disruptions affecting manufacturers and consumers across multiple continents.

Organizations face unprecedented challenges when it comes to protecting their people and operations. Technology is crucial for managing and mitigating risk. But as technology evolves, the need for continual training can become a challenge in and of itself – especially for smaller security and risk teams. The issue is compounded by a talent shortage. Skilled analysts are in high demand but in short supply.

**A lack of resources and information overload can result in decision paralysis, creating a gap in resilience.**

Technology and processes will always play a role in risk management, but bridging the gap to resilience requires people – strategic intelligence analysts with expertise in both technology and processes.

## It's not just about delivering best-in-class solutions or being a technology provider anymore. It's about becoming a technology partner.

OnSolve® is committed to co-creating solutions and building resilience together. We understand that while technology is crucial, resilience ultimately revolves around people. That's why we provide not only industry-leading critical event management technology, but a team of expert analysts to maximize its effectiveness.

Our customers were coming to us asking for deeper analysis, looking for answers to questions like:

“What are the risk trends in my environment?”

“What are the risks I need to think about today and in the future?”



### You asked. We listened.

To meet the needs of our customers, we brought in intelligence analysts with military experience, classic intelligence education and multi-sector experience to serve as strategic intelligence advisors. These technology-empowered analysts are an extension of your team, providing the deeper analysis you need to strengthen resilience.

## On-demand analyst services to help you build resilience in a complex risk landscape.

OnSolve Intelligence Services is your technology partner before, during and after a crisis. We are a team of dedicated risk analysts and security professionals committed to supporting you by providing intelligence services that analyze global trends, assess potential threats and help you optimize your utilization of the OnSolve Platform to identify and fill gaps in your resilience program.

From security planning and threat analysis to real-time threat monitoring for travelers, we stand ready to provide timely information and intelligence during crises, enabling you to respond effectively and maintain resilience, resulting in a safer and more secure world for all.

## Delivering confidence in crisis: Strategic insights and tools to mitigate risks and protect people and operations.

OnSolve Intelligence Services is staffed by a team of dedicated risk analysts and security professionals. Our intelligence services wrap around the technology to make sure that we are leading and co-creating solutions with you, solving for the risks of today and the emerging risks of the future.

OnSolve offers a wide range of intelligence services to increase the success of your resilience program and help you better protect your people and operations.



**Our mission is to empower our customers** with strategic insights, to be an extension of their team and to optimize the utilization of the OnSolve Platform to better prepare, detect, activate and recover from a crisis.

### About the OnSolve Analysts

OnSolve Intelligence Services analysts each have a minimum of five years of experience with diverse backgrounds in military intelligence, intelligence analysis and data management. They bring analytical services expertise across various sectors, including non-governmental organizations, higher education, healthcare and technology. OnSolve analysts are proficient in working with AI-powered data collection technology and leverage the OnSolve Platform for comprehensive intelligence collection and analysis.





# OnSolve Tabletops

Assess your readiness and understand the gaps in your response plans with realistic and practical exercises that focus on your people, processes and technology.

OnSolve Tabletops provide scenario-based exercises to assist teams with communication and coordination, compliance and best practices to help strengthen resilience at your organization.

We bring a unique perspective to tabletops since we are both the technology provider and tabletop partner. By leveraging Risk Intelligence (historical data and real-time), we provide realistic and practical scenarios to help identify risk and the dynamic nature of their impacts — whether natural disasters or man-made.

OnSolve tabletops can also help identify how your tech stack is or isn't working for you during an incident. Often when you bring a third party in to support tabletops, they don't have a deep understanding of the technology you're using and how to maximize it. Our team brings that knowledge to the table, so the technology can be properly evaluated for effectiveness during a simulation when the stakes aren't as high.

## The benefits of tabletop exercises

- ✓ **Test resilience** during a potential crisis.
- ✓ **Identify gaps** in current response plans.
- ✓ **Ensure compliance** with standards like ISO 22301, NIST and CFATS.
- ✓ **Improve decision-making** with hands-on training and simulated exercises.
- ✓ **Empower teams** to respond more effectively during crises.

# OnSolve Incident Hotline

Prioritize employee safety with 24-7-365 assistance via phone or mobile app and get expert guidance for traveling employees, security concerns and more.



OnSolve Incident Hotline is a dedicated hotline with around-the-clock coverage for employee safety and assistance or security team intelligence support.

Our Assistance Team is trained to handle common travel and security concerns. Whether it's guiding you on what to do when you've lost your passport, directing you to the nearest hospital or advising on whom to contact in an emergency — we've got your people covered.



## Immediate assistance

Our U.S.-based Assistance Team typically addresses inquiries within 30 seconds.



## Enhanced security

A rigorous training program and access to modern AI technology equips our team to handle a diverse set of challenges.



## Seamless escalation

Complex inquiries requiring further analysis are seamlessly handed over to our Global Risk and Intelligence Services team to ensure swift resolution.

With Incident Hotline, you can be confident in your abilities to:

- Provide support to employees.
- Uphold duty of care.
- Receive quick support.
- Document reports and incidents.



## Provide a first level of support for employees.

- **Loss or Theft Assistance:**  
“I lost my passport. What should I do?”
- **Emergency Medical Support:**  
“Where’s the nearest hospital?”
- **Security Concerns:**  
“Who should I call?”

# OnSolve Strategic Security Analysis

Take a proactive approach to risk and manage resources more effectively with on-demand access to analysts for deeper insights into risk themes, topics or events.

OnSolve Strategic Security Analysis provides on-demand access to OnSolve risk analysts who provide deeper insights into trends in the risk landscape and provide forecasts on potential risks like geopolitical tensions or protests.

Our team combines their deep military and multi-sector experience with access to 10 years of historical risk data to help you make informed decisions. Get fully customized analyses around:



## Trends in the Risk Landscape

Gain insight into future risks and the global outlook, including supply chain risks and 10-K 1A factors.



## Location Analysis

Benefit from deeper dives on travel risk, regional threats, new facility planning and historical risk analysis to uncover trends and statistics.



## Event Planning

Protect your people and operations with expert threat and event impact analysis based on active threats and historical data.

As your partner, we can help you:

- ✓ Proactively forecast risk.
- ✓ Manage resources efficiently.
- ✓ Gain situational awareness.
- ✓ Build an ROI business case.



## Limited resources on your security team?

Our Strategic Security Analysis team can provide the insight you need to optimize the use and placement of your available resources for effective risk management.

# OnSolve Incident Management Team Support

Streamline incident management team activation and respond effectively to security incidents with integrated intelligence delivery and IT support.

OnSolve Incident Management Team (IMT) Support provides complete end-to-end critical event management support to optimize internal teams. Our IMT support functions as an extension of your team. We facilitate the IMT process, so your team can focus on coordination, collaboration and tackling tough decisions.

With features like customized intelligence delivery, automated bridge activation, multi-modal communication and expert consultation, you can:



**Streamline** the activation process for crisis response teams.



**Keep** everyone informed and on the same page about an incident or crisis.



**Stay ahead** of emerging threats with access to proactive intelligence.



**Reduce** response times and accelerate recovery.



## When a crisis strikes, Incident Management Team Support has your back.

By partnering with OnSolve, you can improve resilience, mitigate risks and ensure business continuity in today's complex threat landscape.



# A trusted partner makes all the difference. You can rely on the expertise and dedication of OnSolve.



## Discover the OnSolve Difference

### Partnership

As risks increase in frequency, cost and complexity, the need for a technology partner rather than just a technology provider is critical. OnSolve understands what a partnership truly means, and we are fully committed to co-creating solutions with you.

### Technology-First

Modern technology is crucial for risk and resilience. We're uniquely qualified to enable you to fully utilize the OnSolve Platform and navigate challenges with confidence, knowing that we're by your side every step of the way.

### People

Resilience hinges on people. We bring extensive security and software experience and prioritize understanding your needs, bridging gaps in resilience and improving outcomes.

### Optimization

Optimizing software and practices is paramount. We're committed to helping you adopt best practices and ensuring our software is optimal for customer performance.

## Why partner with OnSolve Intelligence Services?

### Innovation

OnSolve is the only end-to-end technology provider with this service, delivering both industry and software expertise.

### Confidence

The powerful synergy of humans plus AI delivers comprehensive analysis and strategic decision-making for unrivaled effectiveness and reliability.

### Expertise

Our risk analysts have extensive security experience so they can provide deep quality and support — an unmatched service in the industry.

### Excellence

OnSolve was named a Leader in The Forrester Wave™: Critical Event Management Platforms, Q4 2023, receiving the highest possible score across 12 criteria.



# Let's build the future of resilience **together.**

The risk landscape is filled with complex challenges. Whether you're an executive, an employee, or a business continuity, supply chain or security leader, we understand that people at every level have questions about risk.

## **OnSolve Intelligence Services has answers.**

Through the powerful combination of humans and AI-powered Risk Intelligence, we have a unique opportunity to be more than your technology provider. We value working side by side with you as a trusted partner. As a provider of industry-leading critical event management technology, we're able to lead with deep knowledge in AI and automation and provide a technology-first solution.

But humans are the ones that make the decisions. When a crisis happens, humans must exercise judgment, draw on emotional intelligence and communicate with stakeholders. Our team of trusted advisors has extensive military, protective intelligence and multi-sector experience and expertise in your risk intelligence technology.

As an extension of your team, we can help you better understand what resilience looks like for specific scenarios, test the technology you're using and provide strategic insight and recommendations to accelerate recovery from risk.

From assessing potential threats to getting the most value out of your technology, OnSolve is your partner for end-to-end critical event management.

### **Together, we can:**

- ✓ **Solve** for the risks of today and tomorrow.
- ✓ **Prepare, detect, activate** and **recover** from a crisis.
- ✓ **Empower** your people, processes and technology.

**[Contact us today](#)** so we can build the future of resilience together.

## 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.

With billions of alerts sent annually and proven support for both the public and private sectors, OnSolve is used by thousands of entities to save lives, protect communities, safeguard critical infrastructure and enable agility for the organizations that power our economy.

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

