Getting Started with
OnSolve Critical Communications

When it comes to man-made events or natural disasters, delivering urgent information to the right people at the right time means you can protect your people, places and property. OnSolve® Critical Communications empowers you to act confidently in a crisis with targeted messaging procedures. With the ability to provide rapid alerts at a moment's notice, you can better protect your organization and the people it serves.

When you choose OnSolve, you have access to our team of experts, right from the start. From implementation to onboarding and every day after that, you're guaranteed ongoing support.

Here's a high-level look at what you can expect:

Start Your Implementation

We'll meet for a project kick-off, where we'll go over everything we already know about your needs, discuss any changes and begin the collaboration process.

You'll meet your dedicated OnSolve team, including your Account Manager and Project Manager. They'll help you identify goals, set objectives and outline success criteria for your project, as well as review your implementation timeline.

You'll be set up with weekly meetings, training sessions and on-demand resources to ensure you're fully confident in your abilities to use the Critical Communications system.

Coach Your Team

Your OnSolve team is dedicated to helping you get the most out of Critical Communications. You'll connect regularly to get up-to-speed and help ensure best-in-class delivery and engagement. They're here to provide you with the tools to achieve your goals. Together, you will:

Determine Your Divisions and Roles — Organization is key when it comes to building a strong foundation for your system. We'll help you develop hierarchical security structures and security permission sets so everyone has access to the data they need.

Create Your Contact Data and Groups — Your contact data is the heart of your communications center. You'll be guided through the process of importing, organizing, maintaining and automating your vital information in the database.

Begin Building Scenarios, Alerts and Branding — Planning ahead means you'll deliver effective communications when it's time to act.

We'll work with you to create and send your first alert, teaching you how to create templates, configure alert defaults and even how to brand your alerts.

Set Up Additional Features — Everyone's communications needs are unique, and your software should reflect that through customization options. OnSolve will implement any additional features, such as single sign-on, identified during the implementation process. We'll work with administrators to understand how your company will use the mobile app and the support needed.

Prepare for Roll-Out — Once your system is ready to go, we'll help train your team, providing guidance on user adoption as well as advice on best practices and strategies to ensure everyone is on board. In addition to training system users, we'll advise on system UAT testing, internal communications and system launch. To ensure long-term success, we'll also help you devise an ongoing maintenance plan and identify ongoing testing recommendations.

Care For Your Needs

Our support doesn't stop after launch day. We're on your side for the long term.

After your system is up and running, you'll make a seamless transition to our support team. With around-the-clock customer support and regular account management check-ins, OnSolve will be there for you when you need us.

This includes 24/7/365 assistance, regular account management check-ins, access to the OnSolve Customer Community and exclusive customer events and webinars. You can also engage with subject matter experts on taking thoughtful steps to ensure that your system evolves as your organization does.

Get the right information to the right people at the right time with confidence — **Learn more**.

About OnSolve

OnSolve is a leading critical event management technology provider that enables organizations to proactively mitigate risk and remain agile when a crisis strikes. Using trusted expertise and reliable AI-powered risk intelligence, critical communications and incident management technology, the OnSolve Platform allows enterprises, organizations and government to detect, anticipate and mitigate physical threats. Visit onsolve.com.