



WebEOC for Business Continuity

Adaptable Enterprise Resilience Solutions for Lasting Success

Why Agencies and Organizations Trust WebEOC for Business Continuity Management (BCM)

To be fully prepared for routine outages as well as extended disruptions caused by increasingly severe natural disasters, cyberattacks, and other significant events, it is crucial that government agencies and private-sector organizations have access to reliable technology solutions that allow them to continue executing business-critical functions and to return to normal operations as quickly as possible.

Juware's WebEOC platform is designed to help clients assess risks systematically, establish mitigation plans, and transition seamlessly into and out of an activation phase.

With WebEOC's dynamic workflows and robust information architecture, organizations in the public and private sectors can effectively prepare for, respond to, and recover from any kind of adverse incident, minimizing the impact of operational disruptions, keeping stakeholders informed, and safeguarding property and capital.



Flexible Data and Process Workflows

WebEOC's data and process workflows—called WebEOC Boards—allow clients to manage response initiatives as well as collect, analyze, and report on a wide variety of data from a single shared platform. Building upon the best practices of the emergency management discipline, the WebEOC BCM SaaS subscription delivers a set of versatile off-the-shelf Boards ready for immediate deployment. Clients can modify these Boards as needed or create their own custom Boards to address new use cases through Juware's low-code/no-code DesignStudio workflow builder.

Risk Assessments

Identify potential vulnerabilities to develop comprehensive and flexible mitigation strategies.

Business Impact Analysis (BIA)

Gauge the impact of disruptions on critical processes to prioritize response efforts.

Business Activity Calendars

Coordinate projects, tasks, and exercises to ensure that BCM objectives are consistently met.

Vendor Management

Assess and monitor the status of third-party sources to reduce supply-chain vulnerabilities.

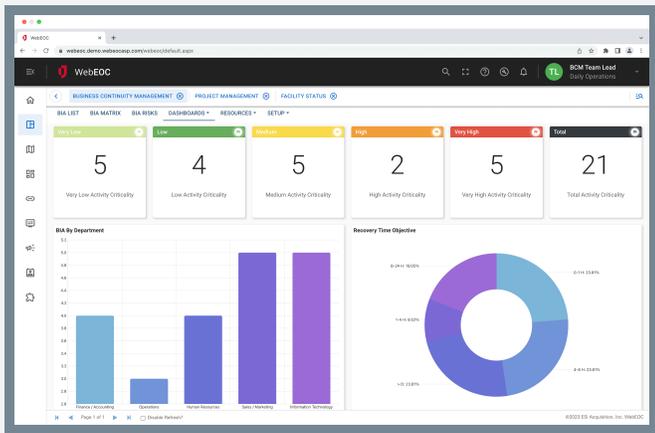
Key Performance Indicators (KPIs)

Track performance metrics to identify areas for improvement and demonstrate positive results.

Additional Use Cases

- + After-Action Reviews
- + Auditing and Compliance
- + Business Continuity Plans
- + Chat/Collaboration
- + Checklists
- + Contact Management
- + Document Management
- + Improvement Plans
- + Project Management
- + Training/Exercise Tracking





Continued Service Delivery

Even brief service outages can have significant consequences, while prolonged disruptions can irreversibly damage an organization's reputation. WebEOC ensures that clients have familiar workflows in place for resolving anticipated challenges as well as the ability to customize those workflows or create new ones as circumstances require, reducing downtime and minimizing financial impacts.

Compliance and Process Improvement

Navigating regulations can be daunting. WebEOC's business continuity workflows are preconfigured to ensure regulatory compliance, aligning seamlessly with legislative mandates as well as industry best practices. The After-Action Review Board captures feedback in real time, documenting comments and suggestions as stakeholders navigate an incident response. Individual users can quickly transition between views to monitor issues through remediation, while task tracking for corrective actions guarantees overall accountability and process consistency.

Department	Activity	Activity Frequency	RTO	Criticality	Department Approval	Action Approval	Status
Finance Accounting	Accounts Payable	Daily	24hrs	CRITICAL	Approved	Approved	Pass
Finance Accounting	Accounts Receivable	Daily	24hrs	CRITICAL	Approved	Approved	Pass
Finance Accounting	Expense Management	Daily	24hrs	CRITICAL	Approved	Approved	Pass
Finance Accounting	Payroll	Daily	24hrs	CRITICAL	Approved	Approved	Pass
Human Resources	Employee Release	Daily	1-2	CRITICAL	Approved	Approved	Pass
Human Resources	HR Administration	Daily	48hrs	CRITICAL	Approved	Approved	Pass
Human Resources	Learning & Development	Daily	1-2	CRITICAL	Approved	Approved	Pass
Human Resources	Talent Acquisition Recruitment	Daily	1-2	CRITICAL	Approved	Approved	Pass
Information Technology	Backup Data	Daily	24hrs	CRITICAL	Approved	Approved	Pass
Information Technology	Infrastructure	Daily	1-2	CRITICAL	Approved	Approved	Pass
Information Technology	Network Operations	Daily	24hrs	CRITICAL	Approved	Approved	Pass
Information Technology	Security Operations	Daily	24hrs	CRITICAL	Approved	Approved	Pass
Information Technology	System Administration	Daily	24hrs	CRITICAL	Approved	Approved	Pass
Operations	Logistics	Daily	24hrs	CRITICAL	Approved	Approved	Pass
Operations	Production	Weekly	48hrs	CRITICAL	Approved	Approved	Pass
Operations	Supply Chain	Daily	24hrs	CRITICAL	Approved	Approved	Pass
Marketing	Brand Management	Daily	24hrs	CRITICAL	Approved	Approved	Pass
Marketing	Media Sales	Daily	24hrs	CRITICAL	Approved	Approved	Pass
Marketing	Public Relations & Events	Weekly	24hrs	CRITICAL	Approved	Approved	Pass
Marketing	Public Data	Daily	1-2	CRITICAL	Approved	Approved	Pass
Marketing	Public Relations	Daily	24hrs	CRITICAL	Approved	Approved	Pass

Targeted Multi-Channel Communications

With WebEOC Alerts, users can automate notifications associated with specific workflows (like reminders to update plans) and send ad-hoc messages to internal and external contacts through channels including text/SMS, mobile push, voice, email, and a built-in solution inbox, as well as Microsoft Teams, Slack, or any other webhook application. With a focus on enterprise continuity and operational resilience, WebEOC Alerts streamline communication procedures to ensure the rapid and secure delivery of notifications across jurisdictional and disciplinary boundaries when and where they are needed most.

Configurable Third-Party Data Integrations

By seamlessly automating the flow of information into and out of the WebEOC platform, our JX Connector family of rapid integration microservices standardizes and consolidates data from disparate external sources to promote comprehensive real-time situational awareness. Clients can leverage our library of ready-to-use Standard JX Connectors or develop Custom JX Connectors with assistance from Juvare Professional Services.

