

10 REASONS TO SELECT ISATURN

iSaturn, Incident Management System, has been designed to ensure that when an incident occurs, everything will be in place to provide an immediate and effective response.

iSaturn facilitates the creation of emergency response teams, builds and manages a qualified base of volunteers, and maintains contact details, languages spoken, training history, assigned emergency roles and other key data. It creates rosters as soon as an incident is reported, ensuring that the right people with the right skills are in the right place at the right time.

iSaturn automates incident management enabling airlines to provide a composed, level-headed and well-coordinated response.

- 1. Process Improvements:** Significantly reduces manual effort through process automation for efficient management of the incident and its related information
- 2. Centralised data control:** Provides secure access to centrally stored incident information via the internet to authorised users.
- 3. Interface capability:** Interface capability with check-in system, crew rostering system, HR applications, reservations systems, and frequent flyer programmes enables users to create passenger information details from for instance Advanced Passenger Information (API), along with crew and volunteer details into iSaturn.
- 4. Streamlines communication:** Streamlines internal communication between the airline Emergency Operations Centre (or equivalent) and other emergency response teams
- 5. Automates Call out process:** Fast, intelligent emergency personnel call-out process by interfacing with IVR systems enabling airlines to relay recorded calls to volunteers and other key personnel.
- 6. Incident Log:** Facilitates the creation and maintenance of an electronic incident log.
- 7. Monitor resource utilisation:** Assigns volunteers to roles/teams, according to pre-defined criteria, ensuring effective and efficient use of resources. Improves resource management by generating timely incident and volunteer/staff utilization reports
- 8. Intelligent tracking of both victims and family and friends:** Enhances emergency call centre and family assistance services given to families/friends of victims by intelligently tracking and uniting victims with family and friends.
- 9. Volunteer Roster creation:** Automatically and intelligently creates rosters based on pre-created shift patterns of the right qualified personnel based on training history, languages spoken, assigned emergency roles and other key data.
- 10. Outbound Calls:** Facilitates placing outbound calls to family and friends of passenger and crew with up to date status information.

Testimonial:

"iSaturn is the perfect solution for us to manage an incident as it has the capacity to incorporate all areas. Its unique ability to automatically download passenger information from various Company systems within the first few minutes gives us a head start on information, which is priceless."

- **Gill Sparrow, Manager Contingency Response Planning, Emirates Airline.**