

Product and Service Specifications



These Crisis24 Product and Service Specifications (“Specifications”) contain the full description of the product or service being described. Specifications apply only to the product or services named at the beginning of each description and shall not apply to any other product or service, unless such other product or service is specifically referred to in the original description. Crisis24 reserves the right to add to and/or modify these specifications in its discretion.

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Note: CodeRED by Crisis24 was previously named OnSolve CodeRED.

OnSolve Platform by Crisis24 (OP)

OnSolve Platform by Crisis24 delivers critical communication capabilities, providing Subscriber's users with access to services. The web application is optimized for use on desktops and laptops using the latest versions of Microsoft Edge, Chrome, Safari and Mozilla Firefox browsers, as well as on Android and Apple mobile phone and tablet devices. The OnSolve mobile application is optimized for use on Apple devices running iOS 16+ and Android devices running Android 11+, and is available on the Apple App, and Android Play stores.

Access to the applications is supported via the following configurable options:

- Manual configuration of Contacts/Users by an organization Administrator;
- Manual import of Contacts/Users by an organization Administrator;
- Self-registration using Account Portal;
- Automatic user creation as part of a data ingest process (e.g. DataSync, Entra ID (Azure AD)), where such data ingest process is included in Subscriber's contract;

Any Contact and/or User profile in the platform in the annual time period is considered a Contact or User under the terms of Subscriber contract.

Critical Communications

Core Plus Package [OP-0124-CCCORE]

Deliver the right messages to the right people at the right time. Fast, effective two-way communications for both day-today operations and crisis events.

- Alerts
 - Multi-channel delivery methods, including voice, SMS, email, mobile app, and push to Bulletin Board Facebook and X (fka Twitter).
 - Send an alert via:
 - the user interface.
 - the mobile app with full features as available through the web interface for users with permissions.
 - sending an email to OP with the appropriate authentication and alert details.
 - creating a Quick Alert directly from your control center view to rapidly communicate with contacts.
 - Quota Alerting: Find one or more available individuals, using one or more responses designated as filling the quota.
 - Send file-based broadcast alerts (through unique IDs) to existing contacts.
 - Linked Alerts: Group multiple alerts with their own settings and devices and send using one workflow. Linked Alerts can fill the need to simultaneously alert different groups of recipients that require slightly different messaging.
 - Subscribe to automated location-based weather alerts in the United States/U.S. territories, Canada, Japan, Europe and Australia. Get global forecasts and tropical updates.
- Contact Management
 - Single-level data hierarchy (divisions) to organize data (contacts, groups, alerts, and more).
 - Configurable Account Portal: includes 1 configurable portal for contacts to register and sign in to view/update their contact record.
 - Dynamic Groups comprised of one or more sets of filtered criteria from contact data. Dynamic groups autoupdate when criteria change. Group members are automatically added and removed from dynamic groups based on contact data field updates.
 - Map Groups consist of contacts with location records that fall within a geographic location defined by a map shape. The Map Groups feature targets an area on a map to instantly identify and send alerts to individuals with location records in that area or their current identified location if geofence is enabled. The group of contacts will change over time as contacts are added (or removed) with locations in the defined map area of the group.



- Compound Groups comprised of a set of groups that can include static, dynamic, and/or map groups, as well as individual contacts.
- Connect recipients with 1-touch via their phone or mobile app by selecting the appropriate response option in the alert, directly connecting the recipient to an Internal (offered by Crisis24) or External (provided by Subscriber) Conference Bridge service.
- Synchronize contacts and groups with pre-built integration from Entra ID (Azure AD) to OP. Employees are managed as contacts through OP without manual intervention, eliminating the need to import or export CSV files.
 - *Entra ID integration requires licensing for the total quantity of contacts in the HRMS to match the total quantity in OP.*
- Mobile App – Critical Comms: Mobile application that allows recipients to receive alerts as push notifications and provides sender capabilities for users with permissions.
- Integrations
 - REST API: Used for Contact Management and Alert triggering.
 - Import map shapes/locations from other systems for use in Alerting from the Control Center.
- Security & Access, Administration
 - Manage user permissions based on customized roles.
 - Single Sign-On (SSO): Enable users to authenticate to OP user interface with a singular ID/password used for multiple applications. Supports Single Sign-On (SSO) SP and IDP.
 - Enable user credential verification via the user interface or mobile with Multi-Factor Authentication (MFA).
 - Authenticate email with Domain Keys Identified Mail (DKIM), to protect email recipients from spam, spoofing, and phishing.
- Customer Experience
 - Over 25 different languages/dialects, including Arabic, Chinese (simplified and traditional), Czech, Danish, Dutch, English (U.S. and U.K), Finnish, French (France and Canada), German, Greek, Hindi, Hungarian, Italian, Japanese, Korean, Norwegian, Nynorsk, Polish, Portuguese (Brazil and Portugal), Romanian, Russian, Spanish (Mexico and Spain), Swedish, Turkish, and Thai. Available for:
 - Multi-Language user interface: View the user interface in any of the supported languages.
 - Multi-Language alerts: Compose alerts in multiple languages. The message content can be automatically translated into the additional language tabs.
 - Multi-Language Text-to-Speech (TTS): Deliver voice alerts in multiple TTS-supported languages.
- Custom Workspace: URL (<https://<company name>.onsolve.net>).
- Resource Library: Access self-based training and documentation.

Advanced Plus Package [OP-0124-CCADV]

Deliver the right messages to the right people at the right time. Fast, effective two-way communications for both day-today operations and crisis events.

- Alerts
 - Multi-channel delivery methods, including voice, SMS, email, mobile app, push to Bulletin Board, Facebook, X (fka Twitter) and Teams and Slack integrations.
 - Send an Alert via:
 - the user interface.
 - the mobile app with full features as available through web interface for users with permissions.
 - sending an email to OP with the appropriate authentication and Alert detail.
 - creating a Quick Alert directly from your control center view to rapidly communicate with contacts.
 - Quota Alerting: Find one or more available individuals, using one or more responses designated as filling the quota.
 - Send file-based broadcast alerts (through unique IDs) to existing contacts.
 - Linked Alerts: Group multiple alerts with their own settings and devices and send using one workflow. Linked Alerts can fill the need to simultaneously alert different groups of recipients that require slightly different messaging.
 - Subscribe to automated location-based weather alerts in the United States/U.S. territories, Canada, Japan, Europe and Australia. Get global forecasts and tropical updates.



- Contact Management
 - Multi-level data hierarchy (divisions) to organize data (contacts, groups, alerts, and more).
 - Configurable Account Portal – includes unlimited configurable portals for contacts to register and sign in to view/update their contact record.
 - Manage contacts and groups through the automated DataSync import method using a CSV file of contacts and a scheduled upload of the CSV file hosted on an external OP SFTP site or internal client SFTP location.
 - Dynamic Groups comprised of one or more sets of filtered criteria from contact data. Dynamic groups autoupdate when criteria change. Group members are automatically added and removed from dynamic groups based on contact data field updates.
 - Map Groups consist of contacts with location records that fall within a geographic location defined by a map shape. The Map Groups feature targets an area on a map to instantly identify and send alerts to individuals with location records in that area or their current identified location if geofence is enabled. The group of contacts will change over time as contacts are added (or removed) with locations in the defined map area of the group.
 - Compound Groups comprised of a set of groups that can include static, dynamic, and/or map groups, as well as individual contacts.
 - Connect recipients with 1-touch via their phone or mobile app by selecting the appropriate response option in the alert, directly connecting the recipient to an Internal (offered by OP) or External (provided by Subscriber) Conference Bridge service.
 - Create user schedules for defined shift schedules. Alerts are then sent to the specific schedule which will determine the current recipients for the Alert, based on their shift schedule.
- Mobile App (Advanced): Allows recipients to receive alerts as push notifications and provides sender capabilities for users with permissions. Includes user safety features - Geofencing, Check In, Life Check, SOS, and LookOut.
- Integrations
 - Synchronize contacts and groups from Entra ID (Azure AD), UKG, or other similar pre-built integrations to OP. Employees are managed as contacts through OP without manual intervention, eliminating the need to import or export CSV files.
 - *Note: Entra ID, UKG and Bamboo integrations require licensing for the total quantity of contacts in the HRMS to match the total quantity in OP and all Contacts are loaded into a single division.*
 - Other standard pre-built integrations provided by OP for products such as KISI, Service Now, Alertus, etc. (Additional implementation fees may apply.)
 - Import contact data and group memberships directly via the REST API.
 - REST API: Used for Contact Management and Alert triggering.
 - Import map shapes/locations from other systems for use in Alerting from the Control Center.
- Security & Access, Administration
 - Manage user permissions based on customized roles.
 - Single Sign-On (SSO): Enable users to authenticate to OP user interface with a singular ID/password used for multiple applications. Supports Single Sign-On (SSO) SP and IDP.
 - Enable user credential verification via the user interface or mobile with Multi-Factor Authentication (MFA).
 - Authenticate email with Domain Keys Identified Mail (DKIM), to protect email recipients from spam, spoofing, and phishing.
- Customer Experience
 - Over 25 different languages/dialects, including Arabic, Chinese (simplified and traditional), Czech, Danish, Dutch, English (U.S. and U.K), Finnish, French (France and Canada), German, Greek, Hindi, Hungarian, Italian, Japanese, Korean, Norwegian, Nynorsk, Polish, Portuguese (Brazil and Portugal), Romanian, Russian, Spanish (Mexico and Spain), Swedish, Turkish, and Thai. Available for:
 - Multi-Language user interface: View the user interface in any of the supported languages.
 - Multi-Language alerts: Compose alerts in multiple languages. The message content can be automatically translated into the additional language tabs.
 - Multi-Language Text-to-Speech (TTS): Deliver voice alerts in multiple TTS-supported languages.
- Custom Workspace: URL (<https://<company name>.onsolve.net>).
- Resource Library: Access self-based training and documentation.



CodeRED by Crisis24: Core Package [OP-0124-OCR-CORE]

CodeRED by Crisis24 helps state and local agencies keep their communities safe and informed.

- Alerts
 - Multi-channel delivery: Deliver alerts through multi-channel delivery methods, including voice, SMS, email, Facebook and X (fka Twitter).
 - Bi-directional / Two-Way Alerts: Allow recipients to respond to alerts via a polling response (recipients select one response from the options specified by the alert sender).
 - Boundary Management: Boundaries can be set using FIPS or Zip or using a shape file (SHP or KLM formats).
 - Linked Alerts: Group multiple alerts with their own settings and devices and send using one workflow. Linked Alerts can fill the need to simultaneously alert different groups of recipients that require slightly different messaging.
 - Map and geofenced alerts: Use map groups and geofenced alerting to target contacts who have locations in the defined map area. Geofence allows the contact to receive an alert on a mobile device when the user enters that boundary (utilizes location services on mobile device).
 - Subscribe to automated location-based weather alerts in the United States/U.S. territories and Canada.
- Contact Management
 - Account Portal for Public Enrollment (PEP): Allow an organization admin to create a configured portal for public population to self-enroll or update their information. The portal can be branded with the organization's logo, color theme, policy statements, and help text (using WYSIWYG HTML editor). Includes 1 Text-to-Keyword to enable Subscriber to configure a custom keyword to allow recipients to text a Crisis24 SMS short code and Opt-in directly to the organization and into associated groups and/or topics, to receive SMS alerts or to receive an SMS Public Enrollment Portal registration link.
 - Compound Groups comprised of a set of groups that can include static, dynamic, and/or map groups, as well as individual contacts. A nested group is also considered dynamic, as its membership changes according to changes in the member groups that belong to it.
 - Dynamic Groups comprised of one or more sets of filtered criteria from contact data. Dynamic groups autoupdate when criteria change. Group members are automatically added and removed from dynamic groups based on contact data field updates.
 - Map Groups: Create a dynamic group of people based on the definition of a map shape. The map group consists of contacts with location records that fall within a geographic location defined by a map shape. The Map Groups feature targets an area on a map to instantly identify and send alerts to individuals with location records in that area or their current identified location if geofence is enabled.
 - Import Static Groups & Contacts: Import Contacts (large or small contact files) into CodeRED using a commaseparated value (CSV) file format. This process imports contacts, creates their contact records, and configures the data in contact records so alerts can be sent immediately following the import process. The import utility can also include static groups to which the contact should be added during the import processing.
 - Divisions – Single-level Hierarchy: Organize data (contacts, groups, alerts and more) with one-level data hierarchy of divisions for location, corporate structure and/or messaging use cases, using one or more firstlevel structures (no tiered structures).
- Mobile – CodeRED Mobile: Allows public recipients to receive push notifications, public safety alerts, and community notifications directly to their mobile device, based on their GPS location and proximity to the event.
- Premium Call Data: Crisis24's set of data for residential and business phone records (land lines) in the United States and Canada. This data is specified for emergency use only.
- Security & Access, Administration
 - Manage user permissions based on customized roles.
 - Single Sign-On (SSO) – Enable Users to authenticate to CodeRED user interface with a singular ID/password used for multiple applications. Supports SP and IDP.
 - Multi-Factor Authentication (MFA) – Enable user credential verification via the user interface or mobile.
 - Email Authentication – Authenticate email with Domain Keys Identified Mail (DKIM), to protect email recipients from spam, spoofing, and phishing.
- Customer Experience
 - Languages/Dialects – Over 25 languages/dialects, including Arabic, Chinese (simplified and traditional),



Czech, Danish, Dutch, English (U.S. and U.K), Finnish, French (France and Canada), German, Greek, Hindi, Hungarian, Italian, Japanese, Korean, Norwegian, Nynorsk, Polish, Portuguese (Brazil and Portugal), Romanian, Russian, Spanish (Mexico and Spain), Swedish, Turkish, and Thai. Available for:

- Multi-Language User interface – View the user interface in any of the supported languages.
- Multi-Language Alerts – Compose alerts in multiple languages. The message content can be automatically translated into the additional language tabs.
- Multi-Language Text to Speech (TTS) – Deliver voice alerts in multiple TTS-supported languages.
- Custom Workspace: URL (<https://<company name>.onsolve.net>).
- Resource Library: Access self-based training and documentation.

CodeRED by Crisis24: Employee Alerting Advanced Feature Package [OP-0124-OF-OCR-EMPCORE]

Optional add-on to CodeRED by Crisis24 to add robust employee Alerting features.

- DataSync – Manage contacts and groups through an automated method for importing a flat-file CSV of contact data, performed via a scheduled upload of a CSV file hosted on an external CodeRED SFTP site or internal client SFTP location, leveraging CodeRED DataSync utility.
- Entra ID (Azure AD) Integration – Synchronize Contacts and groups from Entra ID to CodeRED. Employees are managed as contacts through CodeRED without manual intervention, eliminating the need to import or export CSV files.
 - *Entra ID integration requires licensing for the total quantity of contacts in the HRMS to match the total quantity in CodeRED.*
- Account Portal – Configure portal(s) for contacts to register and sign in to view/update their contact record including contact information, subscriptions, custom fields, etc.
- Mobile Application – Critical Comms: Allows recipients to receive alerts as push notifications and provides sender capabilities for users with permissions.
- Divisions - Multi-level Hierarchy: Organize data (contacts, groups, alerts, and more) with multi-level data hierarchy of divisions (e.g., location, corporate structure and/or messaging use cases).

OP Risk Intelligence by Crisis24 [OP-0124-RISKASSETS]

Identify critical events through AI-powered and analyst-vetted Risk Intelligence.

- Identify your key Assets - people, places, and property - to monitor for critical events.
- Ingest both structured and unstructured source data.
- Receive actionable intelligence of developing physical threats (events) in defined proximity to those identified key assets.
- Display relevant events on the Control Center map.
- Visualize assets through the Control Center map and their correlation to filtered criteria of events.
- Filter critical events across 50+ event types (weather & natural disasters, crime, transportation, infrastructure, civil unrest, hazmat, geopolitical, political development, conflicts & terrorism, etc.) that cover eight risk categories (low, moderate, medium, high, etc.).
- Create custom monitoring through event filters to focus on key events and locations of interest. Include or exclude people, facilities, selected sources, keywords.
- Customize map filters to include or exclude specific address types (Home, Airport, Corporate Office, Other, etc.).
- Select from map styles (satellite and street view) for customized experience.
- Leverage Quick Alert from the Control Center to send alerts to impacted people or facilities.
- Managing Assets
 - Ingestion of assets and visualization on Control Center. Assets can be ingested in any of the following ways:
 - Import manually by Subscriber (any time).
 - Manage Assets through an automated import method using a CSV file.
 - Define teams and assign them to a facility.

- Add people through Entra ID (Azure AD) integration, any Human Resource Information System (HRIS), or manual entry.
 - Support for custom fields and custom roles.
- Mobile App
 - Access to OnSolve Platform Mobile app with ability to:
 - Receive automated Alerts to the mobile app.
 - GPS location reporting for visibility and event impact detection on the Control Center map.

Transaction Fees: Message Units [OP-0124-CC-MU-INC, OP-0124-TRANMU-10k, OP-0124-TRANMU-25k, OP-0124-TRANMU-50k, OP-0124-TRANMU-100k, OP-0124-TRANMU-250k, OP-0124-TRANMU-500k, OP0124-TRANMU-1m]

The Critical Communication Services includes the bundled and/or block purchased Message Units (MUs) indicated in the Subscriber contract. Message Units are utilized for sending Short Message Service (SMS), Voice and/or Facsimile (Fax) (collectively “Transactions”) Alerts. If fees have been prorated, then the quantity of any annual Transactions that are included will also be prorated accordingly. Unused bundled and/or block purchased Transactions do not roll over year-to-year. Use that exceeds the bundled and/or block purchased Transactions will be billed on a calendar quarterly basis at the rates specified in the Subscriber contract based on the below metrics.

- Voice (outbound/inbound) Alerts. Voice Alerts are rounded up to the nearest minute and are based on the country of the Contact phone number. Call Bridging and, if applicable Conference Calling, are per minute, per connection based on each of the outbound call connections.
- SMS Alerts. SMS Alerts are sent per segment based on the country of the Contact phone number. Each SMS segment is comprised of approximately (i) 160 characters for GSM-7 encoded messages and (ii) 70 characters for UCS-2/non-GSM-7 encoded; messages exceeding such character limits will be segmented into (x) 153character segments for GSM-7 encoded messages and (y) 67-character segments for UCS-2/non-GSM-7 encoded messages. These segmenting requirements may vary by telecommunication carrier and country. Lengthy, multi-segment Alerts may be restricted by telecommunications carriers. Multi-segment SMS Alerts will incur multiple charges, one charge per segment and any responses via SMS will also incur charges, one charge per response.
- Facsimile (Fax). Faxes are per page based on the country of the Contact fax number.

Message Units are consumed based on table located at the following URL:

<https://www.onsolve.com/company/legal/op3mu-rates/>

Transaction Fees and Message Unit consumption to countries outside the United States are subject to change with thirty (30) days’ notice to Subscriber.

Premier Support [OP-0324-PREM-SUP]

Premier Support (PS) team will handle complex technical issues, in-depth troubleshooting, and provide other specialized advice and advanced services. During business hours, 9am - 5pm EST, Subscribers will have access to the PS team for all support needs. Outside of business hours, emergency assistance is provided 24/7/365 for severity 1 and 2 issues.

Service includes:

- Proactive case monitoring & updates – the PS team is dedicated to the PS support queue and will follow cases from start to finish and alert Subscriber and internal Crisis24 teams of any disruptions to the resolution process. The PS team will provide regular updates to the Subscriber as the case progresses through the resolution process.
- Quarterly support performance review (QSPR) - Dedicated time, scheduled quarterly, for the PS team to provide:
 - Custom reports reviewing support case volume and trends, resolution times and overall account health.
 -

Guidance and best practices on how Subscriber can maximize the efficiency of their Crisis24 platform. ○

Upcoming release information that may impact Subscriber's account.

- Data maintenance – the PS team will complement the automation of Crisis24's DataSync technology by promptly correcting errors when reported.
- Data recovery - In the case of an outage or an issue resulting in data loss, the PS team will work to recover lost, corrupted, or accidentally deleted data.
- Service Level for Error Response for PS Subscriber will be:

Error Response Service Levels (*Severity Levels as defined in the Subscriber contract*)

- Severity Level 1 ○ Initial Response: Within one (1) hour – acknowledgment & assignment provided 24/7/365 ○
Ongoing Communications: Updates on remedial measures at least every four (4) hours (or sooner if available) after the problem has been reported and until it is mitigated.
- Severity Level 2 ○ Initial Response: Within two (2) hours –acknowledgement & assignment provided 24/7/365 ○
Ongoing Communications: Updates on remedial measures at least every business day after the problem has been reported and until it is mitigated.
- Severity Level 3 ○ Initial Response: Within four (4) hours – acknowledgement & assignment during normal business hours ○ Ongoing Communications: Updates provided as work progresses

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