



## Order in the Midst of Chaos

The state emergency management team in New Jersey had tried incident management systems before, including one they put together themselves. But none of the systems gave them what they needed. Either the systems did not provide the collaborative utility to share information effectively, or there was no structure to where the information was stored.

“It was as if the critical information was put in a closet, but with no shelves. When you opened the closet, you had no idea where to look. There was no organization and no easy way to access the data that was needed,” said Mike Augustyniak, EOC Manager for New Jersey’s Office of Emergency Management.

But that was before New Jersey turned to E Team, NC4’s incident management system. And since 2005, New Jersey’s State and County emergency managers have been using E Team to monitor and manage daily incidents, large and small.

“E Team provides easy access to information in an orderly fashion. And in the midst of chaos, order means efficiency and effectiveness,” said Augustyniak.



### New Jersey OEM

Challenge:

To provide an incident management system that can be used as a common platform for gathering, organizing and sharing information across independent cities and counties.

Solution:

Implement NC4’s E Team collaborative incident management system to monitor and manage daily incidents, large and small.

Benefits:

- Allows jurisdictions to function autonomously, focusing on their own protocols, while allowing complete interoperability, so the user can connect with any combination of other jurisdictions, regional bodies or the whole state to collaborate and share data as needed
- Ease of access gives user’s the ability to access the system remotely

“We’ve never had a vendor like NC4. They really listen and make adjustments to ensure the system works perfectly for our individual and specific needs.”

– Mike Augustyniak, NJSP  
Office of Emergency Management  
EOC Manager

## Remote access is seamless

Among other features that E Team offers is the user’s ability to access the system remotely. This ease of access, according to Augustyniak, is a huge advantage of E Team over other systems. Indeed, because crises can affect emergency managers just like they affect the rest of the population, there have been numerous occasions when remote access was vital.

For example, in 2005, a fierce snowstorm made it impossible for most of the team to get to the Emergency Operations Center (EOC). But the snowstorm did not affect their ability to do their jobs. In fact, they were able to log into E Team from home or where ever they had on-line access. “It was flawless and 100 percent effective,” said Augustyniak. “No one would have known we were working from remote locations unless we told them. It was fantastic. This would have been impossible with other software platforms we tried.”

Another example was when there was a minor fire in the Sussex County EOC. The county emergency management team simply posted a message on the county "Sit Rep" and placed an alert bulletin on E Team that they had to shut down and were moving to an alternate EOC. All other counties were immediately aware, and indeed one county proactively came forward with an offer of assistance. "E Team promotes strong partnerships," said Augustyniak. "It allows cities and counties to cover each others' backs."

## E Team makes users autonomous and interoperable

All 21 counties in New Jersey have their own application or E Team system that allows each jurisdiction to function on its own, autonomously, focusing on its own protocols. At the same time, E Team allows complete interoperability, so the user can connect with any combination of other jurisdictions, regional bodies or the whole state to collaborate and share data as needed. This allows them to exchange essential elements of information with other systems.

## Local events to national security, E Team is the product of choice for incident management

"TOPOFF 3," the National Exercise Program for emergency response, also tested the utility of E Team in New Jersey. In the exercise, the E Team system not only kept all parties in the loop, successfully documenting and categorizing massive resource requests, but it even automated data for after action reports. E Team passed the TOPOFF 3 test with flying colors.

In 2004, the Republican National Convention was held in New York City. New Jersey hadn't yet selected E Team, but its contingent working out of the Big Apple's EOC was able to tie New Jersey into the New York E Team system. Access was provided to the New Jersey EOC so both states were on the same page at the same time with critical information. Interoperability is the key. After the RNC, New Jersey selected E Team.

## Serious medical emergencies to minor bee stings – E Team has it covered

And when the PGA came to New Jersey, emergency teams were on site with remote access to E Team. They were there to manage any emergency from serious medical issues down to the finite details of even bee stings. They not only were able to communicate who was stung and whether it was serious, but on what hole and who was on top of the leader board at the time of the sting. No detail is too small for E Team.

## More about NC4

NC4 delivers Situational Readiness solutions that empower government and businesses with accurate, timely and secure information to manage uncertainty.

NC4's External Situational Awareness (ESA) service alerts members of events and incidents that may impact business operations. Drawing on its partnerships with government and law enforcement agencies, NC4's Incident Monitoring Centers (NIMCs) track global events 24x7, providing early, real-time notifications.

NC4's Situational Response offering, E Team, is a robust platform for effective incident management and reporting. It allows cross-jurisdictional information sharing, empowering emergency management personnel with a common operating picture. With proven real world experience, E Team enables rapid response to crisis situations as well as effective management of non-emergency activities.

NC4's Extranet Secure Portals (ESP) product provides a Software as a Service (SaaS) solution, bringing government agencies and corporations a common platform for secure communication and collaboration. The ESP solution allows diverse organizations to share critical information, such as Controlled Unclassified Information (CUI), through highly secure, compartmented, web-accessible portals.

To learn more about how NC4 can benefit your organization, visit [www.nc4.us](http://www.nc4.us).