

D4H

Emergency & Crisis Management Product and Services Description



D4H is a cloud-based emergency and crisis management software supporting preparedness, response, and recovery.

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Disclaimer: Information correct as of January 2026. Please refer to our live G-Cloud 15 listing profile for the most up-to-date product and service details.

Service Overview

Emergency and crisis management software — without the complexity.

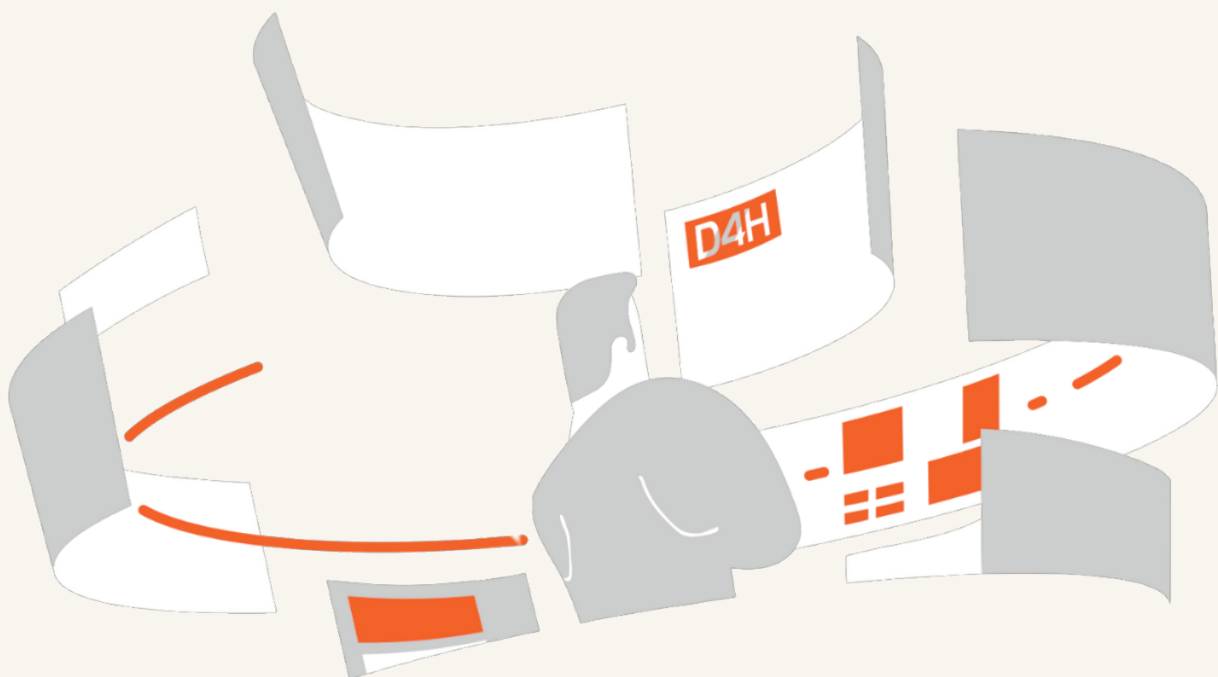
Public sector organisations face increasing pressure to prepare for, respond to, and recover from emergencies and crises. From severe weather and infrastructure failures to public safety incidents and major disruptions, response efforts must be fast, coordinated, and accountable.

Yet many organisations still rely on disconnected tools such as emails, spreadsheets, paper plans, and legacy systems that slow decision-making, fragment communication, and make it difficult to maintain a clear operating picture or meet reporting requirements. That's where D4H comes in.

D4H is designed for the people responsible for managing emergencies and incidents, including emergency planners, operations centre staff, incident commanders, and frontline responders. It provides a single, cloud-based system for planning, coordination, communication, and reporting, enabling teams to work together using shared, real-time information.

The software is highly configurable, allowing administrators to tailor incident plans, roles, forms, dashboards, and workflows to their organisation's structures and procedures. Changes can be made quickly, without specialist technical support, ensuring the system adapts as situations evolve.

Whether supporting day-to-day preparedness, live incident response, or post-incident review, D4H helps public sector organisations coordinate effectively, maintain oversight, and keep accurate records before, during, and after incidents.

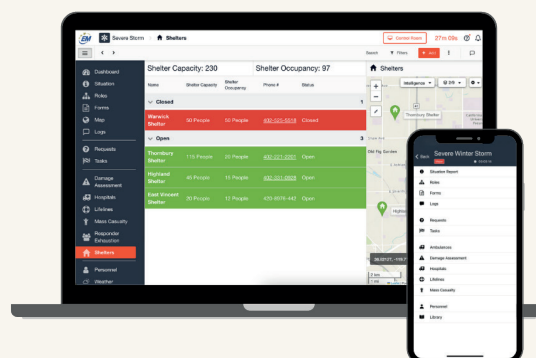


Key Features

Incident Management Features

Create a common operating picture, communicate objectives, and collaborate on a resolution using forms, tasks, logs, maps, and status boards.

- **Pre-Plans:** Pre-configure collections of incident-specific boards, roles, tasks, and forms to activate them with a single click.
- **Incident Summary:** Consolidate essential details, objectives, and updates into a single, easily accessible digital document.
- **Tasks & Checklists:** Easily assign and track incident actions to completion, ensuring nothing falls through the cracks.
- **Status Boards:** Build customizable, colorful, and dynamic boards to visually track and share incident information in real-time.
- **Chat Log:** Chat, collaborate, and share incident updates in logs filterable by time, tags, roles, and keywords.
- **Digital Forms:** Custom forms with auto-filling fields, drop-downs, and checklists reduce manual input and save time.
- **Incident Dashboard:** A highly configurable dashboard provides a real-time overview of key information related to your incident.
- **Organisational Charts:** Bring clarity to each incident with a visual representation of roles, reporting lines, and team relationships.
- **Audit Trail:** Automatically record every action and decision throughout an incident for reporting and compliance.
- **Weather Feed:** A live weather feed displays current and forecasted weather at the incident location.
- **E-Signatures:** Electronically sign and lock forms, task boards, and status boards for a simplified approval process.
- **Extension Packs:** Packs of pre-built templates for various industries and incident types are included with your D4H Incident Management subscription.
- **GIS Mapping:** Maps use Esri ArcGIS base-maps and display clustered visuals, annotations, and image overlays, giving a real-time, visual understanding of incident locations, resources, and affected areas.
- **Incident Roles:** Assign your personnel to specific roles, facilitating organized team structure, task management, and clearly defined responsibilities.
- **Document Library:** Centralize essential files and links into a document library for quick and easy access during incidents.
- **Public Links:** Share real-time updates with external agencies or the public using 'secret' public links.
- **Share by Email:** Push the most up-to-date information with internal and external contacts easily by email.
- **PDF Exports:** Export your digital incident data into professional, branded documents for sharing, printing, and archiving to share with stakeholders, demonstrate compliance, or present during post-incident reviews.



Alerting Features

Alert your team during emergency events or with everyday informational broadcasts. Send multi-channel group notifications, use customizable priority levels to trigger critical alerts, and quickly gather two-way responses from your personnel in real-time.

Channels

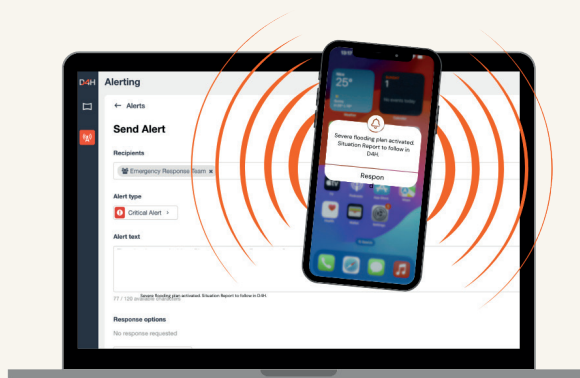
- **Email:** Easily send email alerts to your team during emergencies or for routine updates.
- **SMS:** Send short, customizable text messages directly to your personnels' cell phones.
- **Phone Calls:** Deliver your alerts as phone calls with automated text-to-speech conversion.
- **Conference Calls:** Quickly convene your team on a conference call by enabling them to join directly from an alert.
- **Mobile Push Notifications:** Receive alerts directly on your phone or tablet via mobile app.
- **Critical Alerts:** These high-priority notifications bypass silent mode and Do Not Disturb.
- **WhatsApp:** Initiate WhatsApp message alerts to your team directly from D4H.

Recipients

- **Group Targeting:** Leverage your predefined groups of personnel to quickly select from and target alerts.
- **On-Call Alerting:** Send alerts exclusively to on-call personnel by leveraging schedules from D4H Personnel & Training.
- **Alerting Inbox:** Allows team members to review and manage all alerts received from one centralized location.

Functionality

- **Alert Delivery Audit Trail:** Get a comprehensive view of the delivery results, response rates, and individual responses for each alert.
- **Severity Levels:** Define alert urgency levels and trigger appropriate delivery channels for each different type of alert.
- **Two-Way Alerts:** Create predefined responses for recipients to select from for acknowledgment, polling, and intentions.
- **Alert Templates:** Create reusable alert templates for common scenarios to save time, reduce errors, and ensure consistency.
- **Text Attachments:** Attach text to your alerts to provide critical context and information
- **Automatic Retry Workflows:** Create workflows to retry unacknowledged alerts on the same or alternative channels.



Team Manager Features

Personnel & Training

A highly proactive system designed to allow organizations to easily manage the administration of personnel, qualifications, training, attendance, and availability.

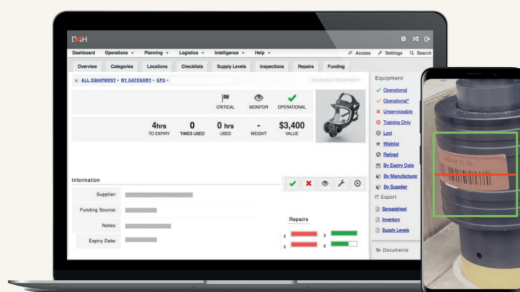
- **Staff Profiles & Roles:** Manage staff profiles with roles, contact information, and operational details.
- **Availability Tracking:** Track personnel availability based on roles and assignments.
- **Training & Certification Records:** Maintain certification and training records for all personnel.
- **Qualification Renewal Reminders:** Automate reminders for expiring qualifications and certifications.
- **Team Calendar:** Manage your entire emergency training program with a shared team calendar.
- **Participation Tracking:** Track participation across incidents, exercises, and training activities.



Equipment Management

Ensure your equipment is ready-to-respond with proactive inspections, repairs, expiry dates, and service history logs.

- **Equipment Inventory Tracking:** Track equipment, supplies, and locations using real-time inventory records to maintain real-time operational visibility.
- **Expiry & Supply Alerts:** Receive alerts for expiring equipment and low supplies to reduce readiness risks.
- **Maintenance & Usage History:** Maintain complete maintenance and usage history for all assets to support reliability and compliance.
- **Inspection & Service Scheduling:** Schedule inspections and record servicing activities to ensure equipment remains operationally ready.
- **Equipment Assignment:** Assign equipment by role, team, or location to support effective deployment.
- **Lost Equipment Register:** Identify lost items so that they are removed from the available cache and added to a list until found.
- **Funding Sources:** Link items of equipment to a specific funding source or grant to support audit and reporting requirements.



Incident Reporting

Access game-changing data to re-evaluate operations, make better decisions, and evidence the true value of your organization.

Central Incident Log: Maintain a central incident log for real-world incidents and training exercises.

Report Exporting: Generate exportable reports for internal and external review.

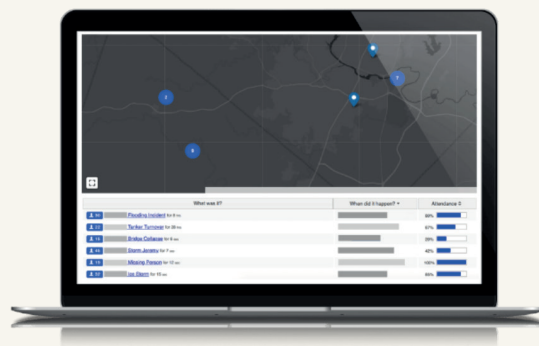
Incident Analytics: Analyse incidents using built-in charts, trends, and statistics.

File & Media Attachments: Attach files and media to incident records for documentation.

Custom Reports: Produce reports in customizable, compliance-friendly formats.

Cost Recovery & Billing: Automatically track the cost of your incidents, training and exercises.

Cluster Maps: Overlay your training exercises and incidents on a map to visualize incident hotspots and discrepancies in training location selection.



Benefits

- Faster, more informed decision-making during emergencies through shared, real-time incident information.
- Improved coordination across teams and agencies during emergency and crisis response.
- Reduced risk during incidents through structured plans, defined roles, and consistent processes.
- Greater visibility of personnel and equipment readiness for emergency and crisis preparedness.
- Reduced administrative burden through digitised management of personnel, training, and equipment records.
- Improved compliance through complete, auditable records of incidents, actions, and decisions.
- Clearer communication with internal teams and external stakeholders during incidents and recovery.
- Increased efficiency during emergency response by replacing disconnected tools with one easy-to-use application.
- Simplified incident reporting for internal governance, external review, and regulatory requirements.
- More effective collaboration across locations during emergencies using shared dashboards and logs.

Service Summary

What's Included

D4H is made up of five core products: Incident Management, Alerting, Personnel & Training, Equipment Management, and Incident Reporting. These products can be purchased individually or together as a complete readiness, response, and recovery solution.

Access to the D4H on both web and mobile apps.

- All D4H products are accessible via a web application using a modern web browser.
- D4H also provides mobile applications to support use on smartphones and tablets. The D4H Operations Centre mobile app supports Incident Management and Alerting, while separate mobile applications are available for Personnel & Training and Equipment Management to support readiness and administration activities on the move.

Use of all standard features described in this service listing, noting that some Alerting features are dependent on the selected Alerting plan (as outlined in D4H Pricing document).

Purchase of a D4H subscription requires the Basic Cloud Plan, billed annually at 25% of the subscription value. This includes:

- ◇ Structured implementation and onboarding with guided training.
- ◇ Secure cloud hosting in a selected data centre region.
- ◇ Built-in two-factor authentication for user access.
- ◇ Email-based help desk support available to all users.
- ◇ Access to the D4H online Help Centre and in-app documentation.
- ◇ Real-time system status visibility and service notifications.
- ◇ 24/7 monitoring of D4H and automatic resolution of service-impacting issues.
- ◇ Ongoing access to product updates and new features as they are released.

What's Not Included

- On-premise or self-hosted deployment of D4H.
- Management of customer incidents or operational decision-making on behalf of the customer.
- Custom software development or bespoke feature creation.

Optional Add-Ons

- Upgrade to Advanced or Professional Cloud Plans for enhanced support, security, and service options, including (fully outlined in D4H Pricing document):
 - ◇ Single Sign-On (SSO) using SAML-based identity providers.
 - ◇ Video-based support and guided configuration assistance.
 - ◇ Priority support and enhanced incident response for service issues.
 - ◇ Training sandbox environments and periodic account health checks.
- Additional alerting credits for SMS, voice, and messaging channels.

Dependencies

- An active internet connection and a modern web browser.
- Compatible end-user devices (desktop, laptop, tablet, or smartphone).
- Valid contact details for personnel receiving alerts.
- API access where customers choose to integrate D4H with existing systems.

Onboarding & Implementation

Overview

Implementing new software should never feel complicated. Our mission is to keep everything straightforward, stress-free, and tailored exactly to your needs so you can start seeing real results, fast.

Implementation and training are included as part of the required Cloud Plan and are delivered in partnership with a dedicated D4H Implementation Specialist.

Typical implementations take 6–8 weeks, depending on scope, availability of customer resources, and the level of configuration required.

Typical Onboarding Steps

EcoOnline follows a structured implementation approach, delivering D4H across five phases:

1. **Initiation:** Project goals, success criteria, stakeholders, and timelines are agreed to ensure alignment from the outset.
2. **Planning & Education:** Requirements, workflows, and use cases are reviewed. Product-specific topics and configuration options are introduced through guided training sessions.
3. **Execution & adoption:** Customer teams configure their account, enter data, and begin using D4H in line with agreed workflows, supported by training and guidance.
4. **Closure:** All implementation objectives are confirmed as complete, and the application transitions into day-to-day operational use.
5. **Project wrap-up & feedback:** Feedback is gathered to support continuous improvement, and implementation completion is formally acknowledged.



Timescales

- Typical implementation duration: 6–8 weeks
- Timescales may vary depending on:
 - ◊ Number of products being implemented
 - ◊ Availability of customer stakeholders
 - ◊ Volume of data to be configured
 - ◊ Organisational readiness and change management needs

Responsibilities

Supplier Responsibilities (EcoOnline):

- Assign a dedicated Implementation Specialist.
- Deliver structured onboarding and training sessions.
- Provide guidance on best-practice configuration and setup.
- Support users with documentation and in-app help resources.
- Ensure secure hosting, monitoring, and system availability throughout onboarding.

Buyer Responsibilities:

- Identify internal stakeholders and implementation leads.
- Attend training and planning sessions.
- Provide input on workflows, terminology, and requirements.
- Configure data, users, and settings with guidance from EcoOnline.
- Test the software to confirm readiness for live use.

Configuration and Setup

D4H is highly configurable and does not require specialist technical skills to implement. Configuration typically includes:

- Setting up incident types, plans, roles, and workflows.
- Configuring forms, dashboards, and reports.
- Creating user accounts and assigning permissions.
- Importing or entering personnel, equipment, and reference data.

All configuration is performed within the application using built-in tools, with guidance provided throughout implementation.

Post-Implementation Support

After onboarding is complete, customers continue to receive support through their Cloud Plan, including:

- Access to the D4H Help Desk and Help Centre.
- Ongoing software updates and feature enhancements.
- 24/7 system monitoring and service status visibility.
- Higher Cloud Plans offer additional support options, such as video-based assistance and priority handling.

Security During Onboarding

All onboarding activities are carried out using secure, encrypted systems. EcoOnline is ISO 27001 certified and follows recognised best practices for data protection and information security throughout implementation and ongoing service delivery.

Service Management & Support

D4H is a SaaS product by EcoOnline, enabling customers to achieve their required outcomes without the need to own or manage the underlying technology, operational costs, or associated risks. Service management is focused on ensuring availability, performance, security, and continuity of the service throughout its lifecycle.

EcoOnline applies recognised IT service management best practice, including ITIL principles, using a pragmatic and proportionate approach aligned to the services provided. Where third-party cloud services are used (for example, AWS), EcoOnline works in partnership with those suppliers to ensure end-to-end service delivery.

Technical Support

Our technical support services are designed to ensure you receive timely, reliable assistance whenever you need it.

Customers can raise support requests via email or our online ticketing system, providing a simple and efficient way to log and track issues.

Support Response Times

We operate a structured priority-based response model to ensure critical issues are addressed quickly:

Category 1 (Critical): Initial response within 2 business hours, with regular updates provided until the issue is resolved.

Category 2 (High): Initial response within 4 business hours, with ongoing communication maintained through to resolution.

Category 3 (Medium): Initial response within 12 business hours of case creation.

Category 4 (Low): Initial response within 24 business hours of case creation.

Support Channels

Phone support: Available 24 hours a day, 7 days a week

Email & online ticketing: Available for logging and managing support requests

Onsite support: Available by arrangement and at an additional cost

Service levels and security

- EcoOnline offer 99.95% application uptime and 99.99% hosting uptime. The application and hosting environment is continuously monitored. We have 24/7 provider support SLAs in place to ensure uptime of the hosting infrastructure.
- EcoOnline maintain full disaster recovery plans for all business activities and hosted infrastructure. These are audited as part of our ISO 27001 certification and are managed as part of an overall audit program.

Data and user security:

Data is stored exclusively on servers located within EU-based data centres.

Access to all services is through user names and passwords defined by individual clients and restricted to their specific data.



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