

Overview of FACT24 Editions

Valid for new customers as from 01.08.2025

FACT24
an F24 product

	FACT24 ENS+			FACT24 CIM		
	starter	essential	advanced	starter	essential	advanced
CAPACITY						
USER CAPACITY						
Single Account (1 Organisational Unit)	10	10	10	25	25	25
Multiple Account (up to 10 Org. Units)			250	250	250	250
Corporate Account (up to 100 Org. Units)			1.000	1.000	1.000	1.000
FUNCTIONAL CAPACITY						
Alarm Scenarios ¹	5	99	∞	∞	∞	∞
Devices per Person	5	16	16	16	16	16
Number of Groups	20	∞	∞	∞	∞	∞
Telephone Conference Participants	n/a	30	60	60	60	60
ENS+ Alarm report availability	max. 1 year	max. 2 years	max. 5 years	max. 5 years	max. 5 years	Max 5 i året
FACT24 CIM FOR CRISIS MANAGEMENT						
CRISIS READINESS						
File Archive				■	■	■
Pre-defined Action Cards				■	■	■
Report Templates				■	■	■
Exercise Mode				■	■	■
Risk Analysis				Add-on	Add-on	■
MOBILISATION OF CRISIS STAFF						
Using Alarms	■	■	■	■	■	■
Incident Register				■	■	■
↳ with additional custom fields						■
Through automatic incident creation via API					■	■
CRISIS HANDLING						
Incident Workspace				■	■	■
Automatic Running Log				■	■	■
Via Case Manager				■	■	■
Situation Report				■	■	■
Action Cards				■	■	■
Status Meetings				■	■	■
Overview of all Incidents				■	■	■
Incident Boards				■	■	■
Task Management				■	■	■
Task Notification via SMS				Add-on	Add-on	Add-on
With preconfigured Information Boards					■	■
Over 3 levels: strategic/tactical/operational					■	■
Map with linked locations					■	■
Handling of Media enquiries						■
Persons of Concern Management						■
CRISIS DEBRIEFING						
Audit-proof Running Log				■	■	■
Incident Statistics					■	■

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FACT24 ENS+ FOR EMERGENCY NOTIFICATION						
ACTIVATION						
Start and Stop Alarm	■	■	■	■	■	■
Temporary Alarm Modification	■	■	■	■	■	■
Quickstarts Telephone	■	■	■	■	■	■
Via Telephone	■	■	■	■	■	■
Via Webhook		■	■	■	■	■
With the App		■	■	■	■	■
Scheduled alarm start		■	■	■	■	■
Quickstarts E-Mail & SMS		Add-on	Add-on	■	■	■
Via Web Services API		Add-on	Add-on	■	■	■
Via API Interface		Add-on	Add-on	■	■	■
Via PC Client			Add-on	Add-on	Add-on	Add-on
Individual dial-in phone number		Add-on	2 inclusive	2 inclusive	2 inclusive	2 inclusive
ALARM END DEVICES						
Telephone/Mobile Phone, SMS, E-Mail	■	■	■	■	■	■
FACT24 Push Notifications	■	■	■	■	■	■
e*Message safety radio network Germany	■	■	■	■	■	■
Pager and Fax		■	■	■	■	■
Microsoft Teams Integration		Add-on	Add-on	Add-on	■	■
Desktop Alerting			Add-on	Add-on	Add-on	Add-on
ALARM MODES						
Unidirectional as a Message	■	■	■	■	■	■
Bidirectional with Feedback Function	■	■	■	■	■	■
Exercise mode	■	■	■	■	■	■
Alarm chat		■	■	■	■	■
Automatic Conference Start		■	■	■	■	■
Advanced feedback options			■	■	■	■
Change initial feedback			■	■	■	■
Video conference			Add-on	Add-on	■	■
ALARM SETTINGS						
Static Alert	■	■	■	■	■	■
Message scope fixed/variable	■	■	■	■	■	■
Message Languages (13)	■	■	■	■	■	■
Group Specific Device Use	■	■	■	■	■	■
Alarm Templates		■	■	■	■	■
Message Templates		■	■	■	■	■
Recipient ID (PIN request)		■	■	■	■	■
Outbound Location-based Alerting		■	■	■	■	■
Qualification-based Alarm goal		■	■	■	■	■
Calendar-based Alerting		■	■	■	■	■
Multiple Message Languages (5)			■	■	■	■
Inbound Location-based Alerting			■	■	■	■
Filter-based Alerting			■	■	■	■
Duty Roster			■	■	■	■
Custom voice prompts			■	■	■	■

	FACT24 ENS+			FACT24 CIM		
	starter	essential	advanced	starter	essential	advanced
FACT24 ENS+ FOR EMERGENCY NOTIFICATION (Continuation)						
ALARM SETTINGS (Continuation)						
Text-to-speech Dictionary			■	■	■	■
Surveys			■	■	■	■
Visualiser		Add-on	Add-on	■	■	■
Launch form	Add-on	Add-on	Add-on	Add-on	■	■
Verified Caller-IDs	3	3	∞	∞	∞	∞
ALARM PROCEDURES						
Alarm goals and loops	■	■	■	■	■	■
Advanced Alarm types		■	■	■	■	■
Escalation		■	■	■	■	■
Extended Alarm escalation			■	■	■	■
Dynamic Group			■	■	■	■
OCCUPATIONAL HEALTH AND SAFETY						
Lone Working	Add-on	Add-on	Add-on	Add-on	Add-on	Add-on
Lone Worker Dashboard	Add-on	Add-on	Add-on	Add-on	Add-on	Add-on
REPORT & STATISTICS						
Interim and Final Reports	■	■	■	■	■	■
Alarm Reporting	■	■	■	■	■	■
Online Monitor	■	■	■	■	■	■
Extended Alarm Reporting			■	■	■	■
Statistics			■	■	■	■
FACT24 SYSTEMADMINISTRATION AND SUPPORT						
ADMINISTRATION						
Languages FACT24 ENS+: AR, CA, DE, EN, ES, FR, IT, NL, NO, PT	■	■	■	■	■	■
Assignment of Roles & Rights	■	■	■	■	■	■
Configuration Upload and -Download	■	■	■	■	■	■
Two-factor Authentification	■	■	■	■	■	■
Account usage	■	■	■	■	■	■
Individual sender mail address		■	■	■	■	■
Contact Data Management by Employee		■	■	■	■	■
Profiles for persons		■	■	■	■	■
Extended profiles for persons			■	■	■	■
Mapping of complex Organisations			■	■	■	■
Document management			■	■	■	■
Languages FACT24 CIM: DE, EN, ES, FR, NO, PT				■	■	■
DATA SYNCHRONISATION						
Manually with prepared Excel list	■	■	■	■	■	■
SSO Identifier via SAML protocol			■	■	■	■
Automated from Azure via SCIM		Add-on	Add-on	■	■	■
Automated via Web Services API		Add-on	Add-on	■	■	■
Via F24 SFTP-Server		Add-on	Add-on	Add-on	Add-on	Add-on

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	starter	essential	advanced	starter	essential	advanced
FACT24 SYSTEMADMINISTRATION AND SUPPORT (Continuation)						
SUPPORT SERVICES						
FACT24 Help Portal	■	■	■	■	■	■
On-page help	■	■	■	■	■	■
8/5 local Customer Support	■	■	■	■	■	■
24/7 Customer Support ²		Add-on	Add-on	■	■	■

1) Accounts with up to 5000 persons can have 10, 25, or 50 active alarms in parallel, depending on their selected product edition (10 for ENS+ starter, 25 for ENS+ essential, and 50 from ENS+ advanced).
Accounts with more than 5000 persons can have 25, 50, or 100 active alarms in parallel, depending on their selected product edition (25 for ENS+ starter, 50 for ENS+ essential, and 100 from ENS+ advanced).

2) Please note that 24/7 Support outside of business hours, 9 am – 5 pm CET, is only available in English.