BlackBerry®

BlackBerry Shield
Connected Community Protection

COMMUNICATE, COOPERATE AND REACT DECISIVELY TO ANY PLACE-BASED
INCIDENT, EVENT OR EMERGENCY SITUATION

iOS

macOS

Be Ready For Anything

An effective response to any incident, event or major crisis is based on informed decisions. The challenge comes in building an accurate picture of what's happening in time to act, without the fog of misinformation so often spread by social media.

Critical incident communications can relate to a wide variety of scenarios – from a road traffic incident right through to a potential cyber-attack – and can quickly impact a host of blue light, public sector, community, and commercial organisations. But one constant is always present: the need to interpret a wealth of incoming information to determine what's happened, and how best to respond.

1
Gather critical information from individuals and teams both internal and external to achieve situational awareness

2
Ensure effective and secure two-way communications to receive intelligence and direct the response

3
Gain real time information into the safety and status of all personnel involved

4
Provide and receive timesensitive updates in a manner that integrates neatly with standard operating procedures

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When Every Second Counts

BlackBerry Shield™ provides a secure, unified communications platform for enabling networked critical communications and emergency notifications, both inside and outside your organization.

BlackBerry Shield not only helps protect your most important asset – your people – it also ensures a fully integrated and consistent approach across all response 'categories' involved in incident management:

CATEGORY 1: Emergency Services, local authorities
CATEGORY 2: Transport, Health and Safety Executive, utility companies

It's a capability that enables responders to a critical incident to communicate effectively, while keeping the wider community (local businesses, athletic clubs, sporting arenas, and community action groups) up to date.

Acting as a protective layer across an entire metropolitan area, BlackBerry Shield helps ensure that when the unexpected happens, any reaction is coordinated in real time – and based on a detailed understanding of all the available facts.

What's more, these capabilities can be quickly aligned with processes connected to the METHANE response framework. As a result, all relevant organisations can rely on effective two-way communications that help detail what's happening, where, and what they need to be doing – via any existing work or personal device.

Answers To All The Key Questions

By bringing together secure two-way communication and high levels of customization, BlackBerry Shield enables organizations to tailor their ideal response to a crisis or critical scenario.

"I need communications that can be accessed by all"
BlackBerry Shield features secure mobile and desktop applications that provide text-to-speech, email and SMS features on any existing device. In addition, the platform can sync with physical alarms and PA systems to enable multi-modal communications.

"I need to know an alert has been received"
Real time business analytics track and display responses to an alert in real time – which can be seen on live management dashboards (alongside more detailed reports) to assist with response management.

"I need to improve the speed of our reactions"
BlackBerry Shield helps automate many manual processes that are typically the source of slow information availability, and instead presents a rich, visual picture of what's happening, the threat level, and the progress of teams and individuals.

"I need to focus on safety"
The platform provides real time visibility into the status of all involved personnel alongside the condition of relevant assets. In addition, users are afforded the highest levels of data security, alongside 24/7 support to allow a notification to be triggered at a moment's notice.

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Introducing BlackBerry AtHoc

BlackBerry® AtHoc® is the technical component behind the BlackBerry Shield capability, and extends BlackBerry's proven reputation for delivering the highest levels of security for voice and data communications.

As a secure, networked, critical notification platform, AtHoc is configured to meet blue light and public/private sector requirements for ensuring the safety of their people – while also giving them the freedom to act. What's more, it's completely independent of commercial cellular networks, is cloud based (though it can also be deployed on-premise), and utilizes virtually any available device and operating system to ensure critical alert message delivery.

AtHoc Collect
With highest possible level of full end-to-end encryption across any device or MDM solution, AtHoc® Collect supports the real time gathering of information and images from an event scene, partners, and external organizations.

AtHoc Alert
AtHoc® Alert enables the two-way sharing of critical information to anyone, anywhere, on any device. This includes text-to-speech, email, SMS, and desktop devices – irrespective of whether an individual has access to emergency radios.

AtHoc Connect
AtHoc® Connect supports collaboration between emergency response, public sector, and other relevant community/business partners. The result is a connected ecosystem of intelligence, watch schemes, and alert functions.

AtHoc Account
AtHoc® Account provides real time updates to help identify the location of different teams and individuals during an event. Live mapping details position and skills (firearm officer or social worker etc.) to account for all personnel.
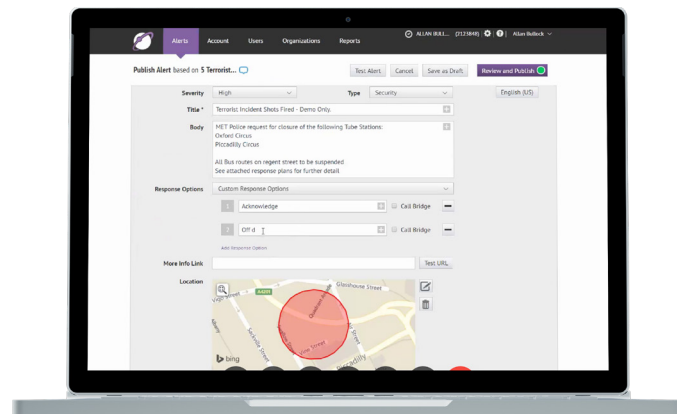
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The Smarter Way To Managing Resources

BlackBerry® AtHoc® enables the right resources to be deployed to the right location at the right time – in the most time and cost-efficient way possible.

With only finite resources available for responding to any event or incident, command and control teams are required to quickly answer three questions:

- What on/off duty resources are available, and where are they located?

- What specialist skill sets are we short of, and how quickly can these become operational?

- As these resources become available, what's the best way to deploy them?

With BlackBerry AtHoc, the answers to these questions are available in real time:

Active displays
The live mapping solution built into BlackBerry AtHoc offers a visual representation of the location and skill of all staff.

Instant collaboration
AtHoc Connect allows for the secure sharing of intelligence in support of multi-jurisdictional situations.

Intelligent re-call
Targeted 'recall to duty' alerts can be sent to staff based on skills (firearms, medic, PSU, etc.) over any device.

Enhanced utilization
BlackBerry AtHoc is a tool that helps mobilize the correct number of resources to facilitate the management of overtime budgets.

A Platform For Secure And Trusted Information

Unified communications
BlackBerry AtHoc is an end-to-end emergency notification system that enables organizations to unite all communication points with a single click. Using a single web-based console or smartphone/tablet, urgent two-way interaction can be delivered across an entire incident location to virtually any device – with real time speed and assured reach.

Regulation compliant
The platform is recognized by analysts and international regulators for its ability to secure personally identifiable information, with data held in local datacenters to ensure it's fully compliant with local regulations, such as GDPR. As a result, it's proven to protect an organization's people alongside their personal data.
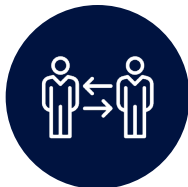
Certified security
BlackBerry AtHoc is the only critical communications solution that meets stringent FedRAMP security levels. With NIST SP 800-53 certification, continuous monitoring, failover testing, and hosted in highly reliable SSAE-16 SOC I Type II and LEED Certified Datacenters, governments and enterprises across the globe trust the platform to deliver.

Tracking and accountability
By bridging the communications gap between organizations during any event or emergency situation, the platform supports the sharing of authoritative information with external agencies and the public in real time. With automated alerts and a single workflow, the data gathered also provides a full audit trail.

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Why BlackBerry AtHoc Organization

Effective collaboration
Enable secure, two-way communication across a network of organizations to facilitate a comprehensive and integrated incident response.

Secure public warning system
Meet the demands introduced by the European Electronic Communications Code (EECC) that has an implementation deadline of 2022.

Saves time and money
Slow and error-prone manual processes are transformed through automation, thereby reducing the resource hours needed to achieve basic tasks.

No additional costs
With all charges for making calls and sending texts, no matter how many or to whom, covered within the license fee, there are no additional costs for the duration of the license.

Easy to set up
It's emergency services, public sector, and enterprise ready, with Software-as-a-Service (SaaS) or hybrid deployment options and straightforward integration into existing

Customized to your needs
Specific communication protocols and processes can be quickly adopted through a tailored setup – and supported by controls that facilitate on-going improvements when needed.

Trusted
As a proven government-grade platform, it's already tried and trusted by numerous metropolitan, defense, and public sector organizations.

Military grade technology
Designed by experts in data security and protection to help all communications remain protected and dependable.

::: BlackBerry®

About BlackBerry

BlackBerry (NYSE: BB; TSX: BB) is a trusted security software and services company that provides enterprises and governments with the technology they need to secure the Internet of Things. Based in Waterloo, Ontario, the company is unwavering in its commitment to safety, cybersecurity, and data privacy, and leads in key areas such as artificial intelligence, endpoint security and management, encryption, and embedded systems. For more information, visit BlackBerry.com and follow @BlackBerry.