INCIDENT MANAGER

WHAT'S NEW?

Discover our brand new and fully configurable Incident Manager where any critical situation becomes easy to manage and stress-free.

ENTELEC

Sky-Walker
Open Integration Platform

"

Manage all your incidents with maximum efficiency.

Product release 2023 — www.entelec.eu

Contents

DID YOU KNOW THAT?

During stressful situations, it becomes more difficult to interact with graphical interfaces? This is why user experience is so important when designing a great user interface.

What is incident management?

As a security management company, Entelec provides one solution, Sky-Walker, to control and manage all separate systems and technologies present in a building or multiple sites. One of Sky-Walker's most recent and important features is its integrated Incident Manager.

An incident can be defined as an unplanned interruption to an IT service or a failure of a configuration item that has not yet been implemented within the system architecture.

Furthermore, it is hard to automatically detect random and unpredictable events with software. This is where a great Incident Manager connects the missing dots. Thereby, the action of managing incidents aims to restore a normal service operation as quickly as possible and minimize the impact of the incident on business operations.

WHY OUR PLATFORM?

With over 30 years of experience, Entelec is one of the key players within the PSIM and BMS market. During those years we've refined our software to perfection.

FOR WHICH MARKETS?

From logistics to the government to healthcare, our platform covers it all. It doesn't matter what your business sector is.

We offer efficient solutions for any vertical market with complex building infrastructures.

03

The birth of the incident manager

Intending to guide the operators step-by-step through the resolution of an incident, the platform offers advanced features. Its specificities include viewing advanced procedure data, great flexibility & scalability, easy & fast configuration, impressive workload performance, supervisor functionality for task delegation, and infinite customization possibilities.

All of these converge to the overarching principle which rules the Incident Manager that is helping any operator to follow the right procedure regardless of its context as soon as an incident occurs.

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Our incident manager provides our customers a solution to handle their custom made processes in an organized uniform way.

Jeroen Blom
International Sales & Business Development Manager
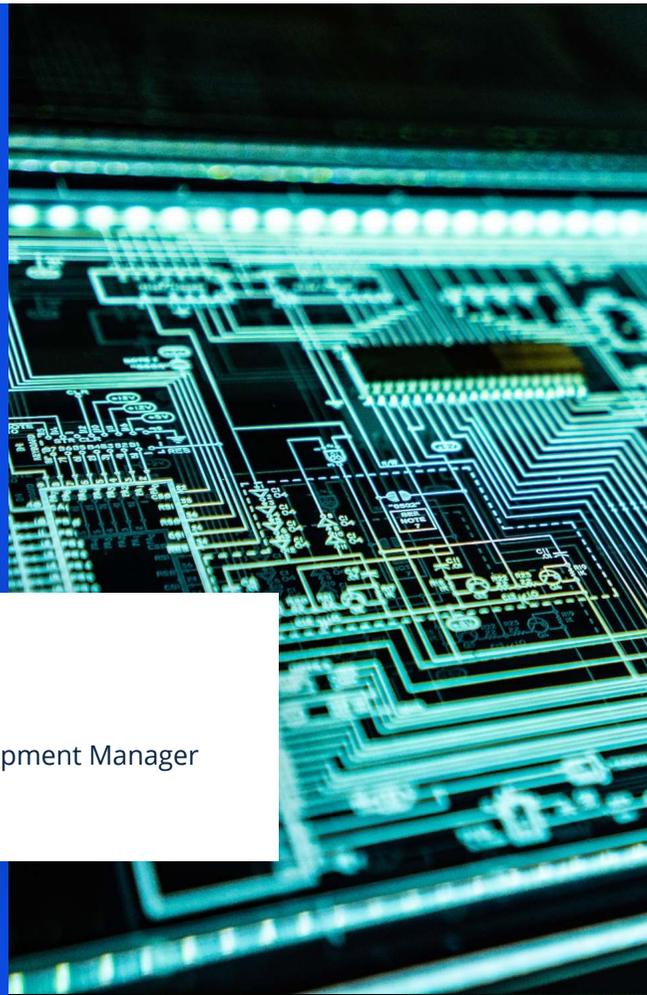
WHERE DID THE IDEA COME FROM?

Previously there was the Workflow Manager which allowed the user to create simple if-then-else scenarios for the system to automatically take action.

However, our customers were facing more and more complex issues which the Workflow Manager alone was unable to solve.

04

The lifecycle of a procedure

All these procedures follow a certain methodological lifecycle within the Incident Manager state machine. The different states range from new, dispatched, paused to verified, handled, and closed. These can be seen as the steps to follow to properly handle a procedure. In addition to that, the different states can be divided among the operators.

Furthermore, it is possible to edit the state machines to your preferences. And all this can be done within an intuitive graphical user interface within the Configuration Client.

IS IT EASY TO MANAGE?

The Incident Manager comes with the option to have a supervisor role. This user can manage all procedure activities within the organization with ease.

THERE ARE 3 WAYS TO START A PROCEDURE

1. Triggered

Arises from an activated alarm.

2. Follow-up

Appears following another procedure handled before.

3. Manual

This is created manually by the operator.

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Thanks to the Incident Manager, our customers now have full control of the information Sky-Walker delivers.

Koen Elens
Software Architect

STARTING A PROCEDURE
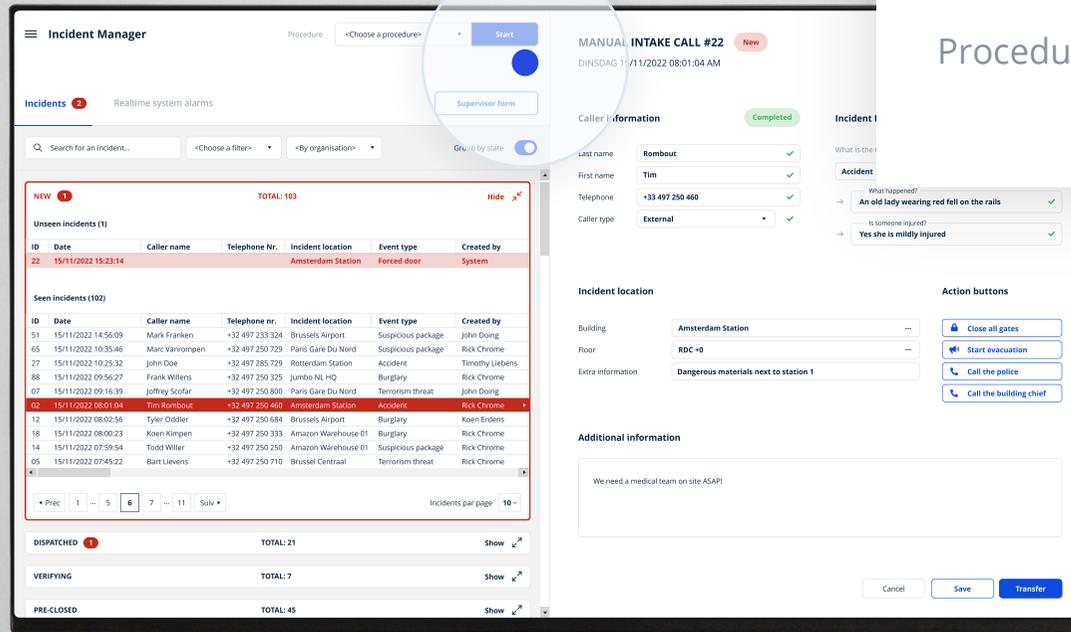
Procedure | Manual intake ▼ | **Start**

HOW TO START A PROCEDURE?

To start a procedure you can choose from a pre-defined list and click the start button. This list contains generic library procedures, but we also intend to make specific use cases for different vertical markets.

WHAT IS IN THE LIBRARY?

- ✓ Manual intake
- ✓ Handling fire
- ✓ Handling burglary
- ✓ General malfunctions
- ✓ Out of service

TABS & SEARCH & FILTERS
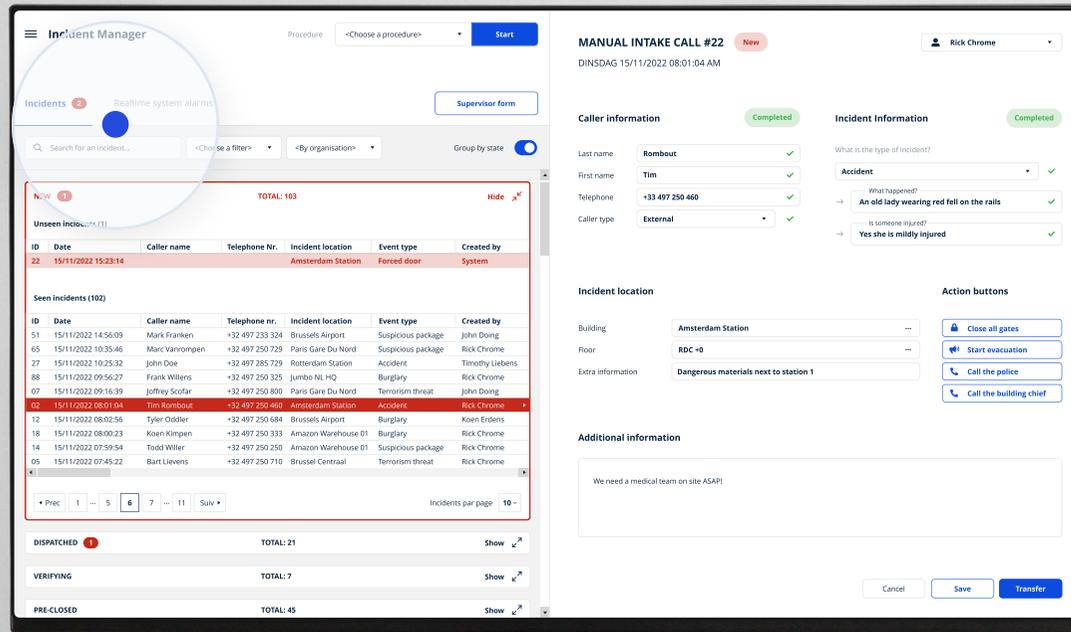
WHAT ABOUT NOTIFICATIONS?

With a new incoming incident, a user can get notified either within the application or by email to follow further instructions. So don't worry, you'll never miss anything important!

HOW TO SWITCH TO REAL-TIME SYSTEM ALARMS?

Because not every alarm is linked to a procedure, it might be beneficial to still see all the real-time alarms that are coming in. A user can simply click on the tabs to make the switch happen.

Furthermore, a user can search for an incident and apply filters to narrow the search results.

Incidents (1)   Real-time System Alarms

🔍 Search for an incident   <Choose a filter> ▾   <Filter by> ▾

SUPERVISOR & TOGGLES
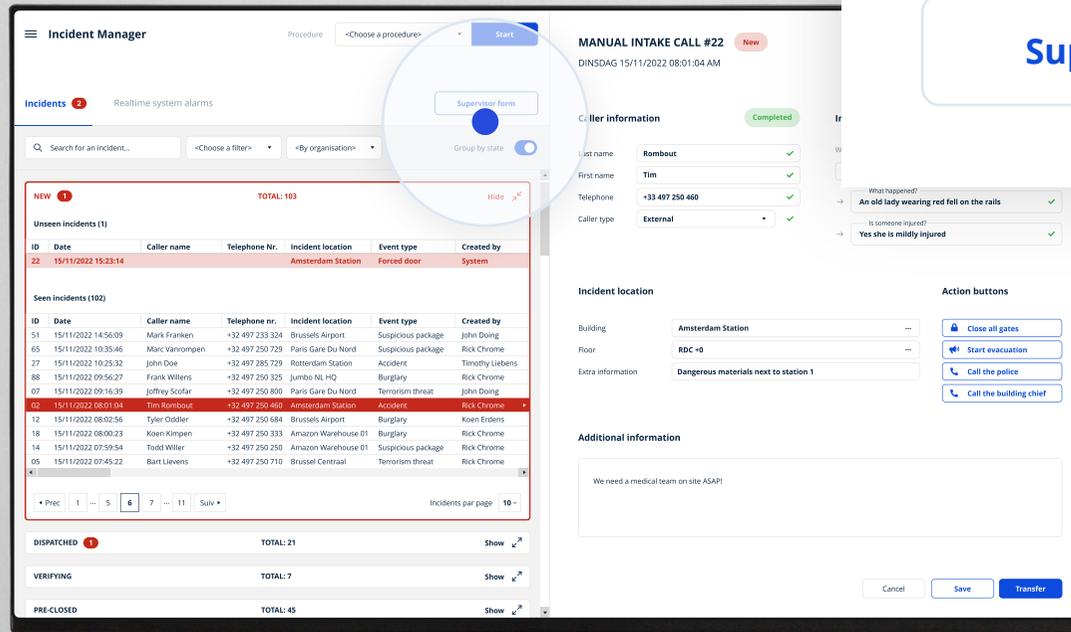
Supervisor Form

Group by state

WHAT DOES IT DO?

A supervisor user has access to a special button that gives full control of all procedures being handled within an organization. The toggle button lets you merge all states (New, Dispatched, Handled, Closed, ...) into one single state group.

"

We've designed the Incident Manager intending to give the operator the best possible user experience in crucial and stress-full situations.

Godart Raets
Product Manager

INCIDENT VIEWER

WHAT IS THE INCIDENT VIEWER?

This viewer gives a clear overview of what incidents you need to handle but also shows in what state they are in. When there are a lot of incidents a user can make use of pagination and scrolling. Furthermore, newly incoming incidents are temporarily added at the top underneath unviewed incidents.

HOW MANY STATES ARE THERE?

This all depends on the complexity of your organization and the user rights. A supervisor can see all states within your organization, whereas an operator might only have viewer rights on a state that is important for him to handle.

FORMS AND VALIDATION
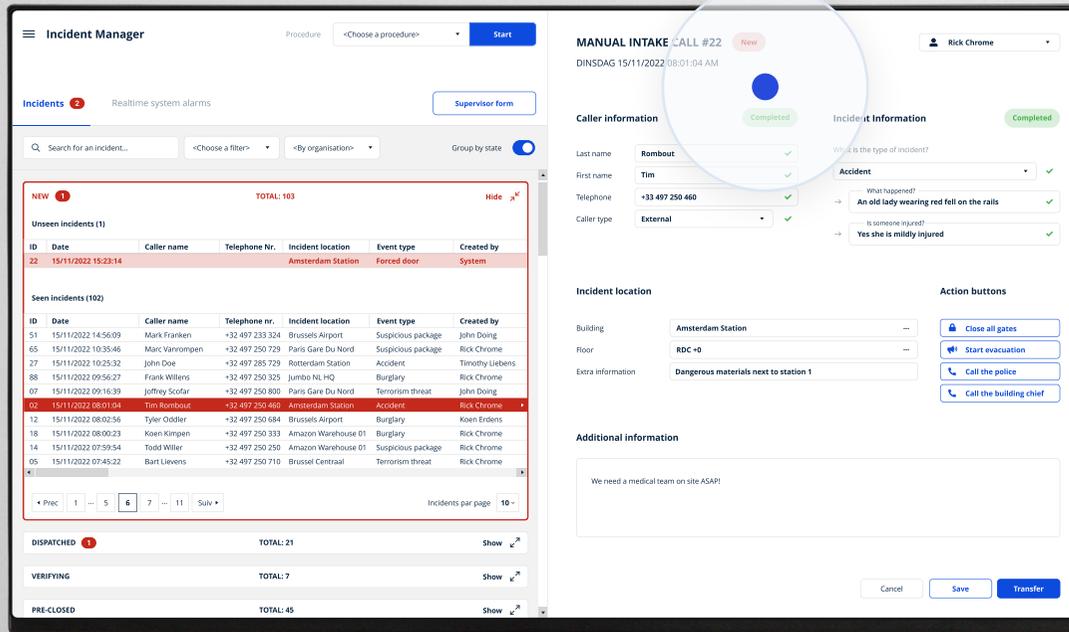
FICHE D'APPEL MANUEL #22   New

MARDI 15/11/2022 08:01:04 AM

Informations sur l'appelant   Terminé

Nom	Rombout	✓
Prénom	Tim	✓
Téléphone	+33 497 250 460	✓
Type	Externe ▼	✓

HOW DO YOU OPEN A FORM?

A form is opened by clicking on an item within the incident list on the left of the monitor. After filling in the required fields, a user can save the data for later, transfer it to another person, or handle it himself.

IS IT CUSTOMIZABLE?

Yes totally! The forms are fully customizable according to your preferences to fit the unique requirements of your business.

EVENT RELATED QUESTIONS
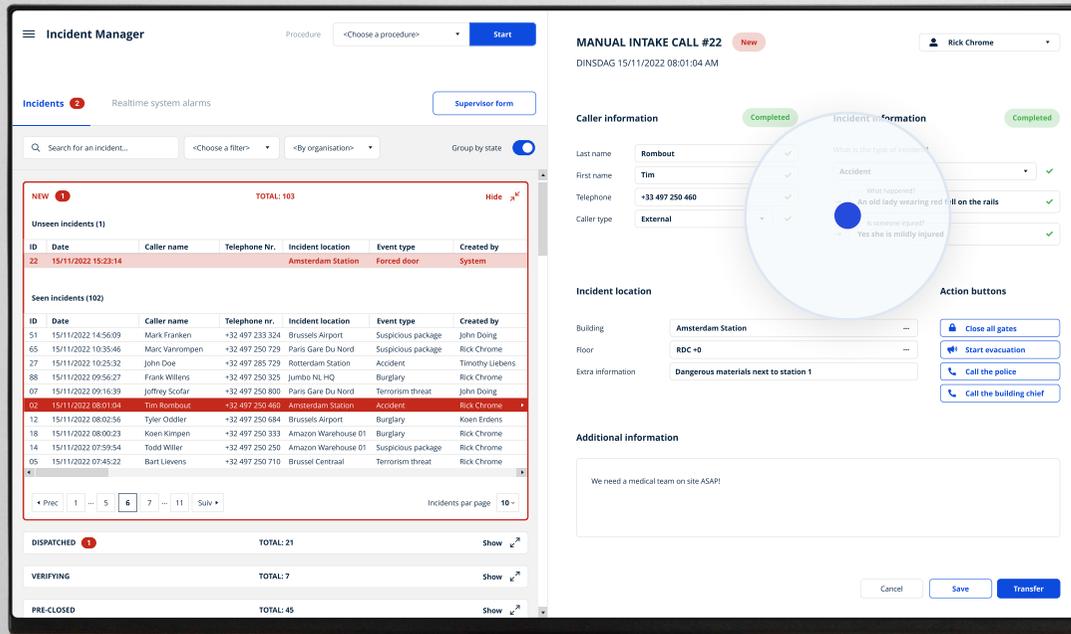
HOW DOES IT WORK?

For maximum efficiency when multiple operators are working together, it is important to be descriptive about the incident. Thereby, each incident type has its own unique questions that will improve the communication.

WHAT ABOUT LARGE FORMS?

For maximum readability, a user can minimize each section within the form. This works well when there are a lot of sections to be filled in.

FORMS WITH GIS MAPS
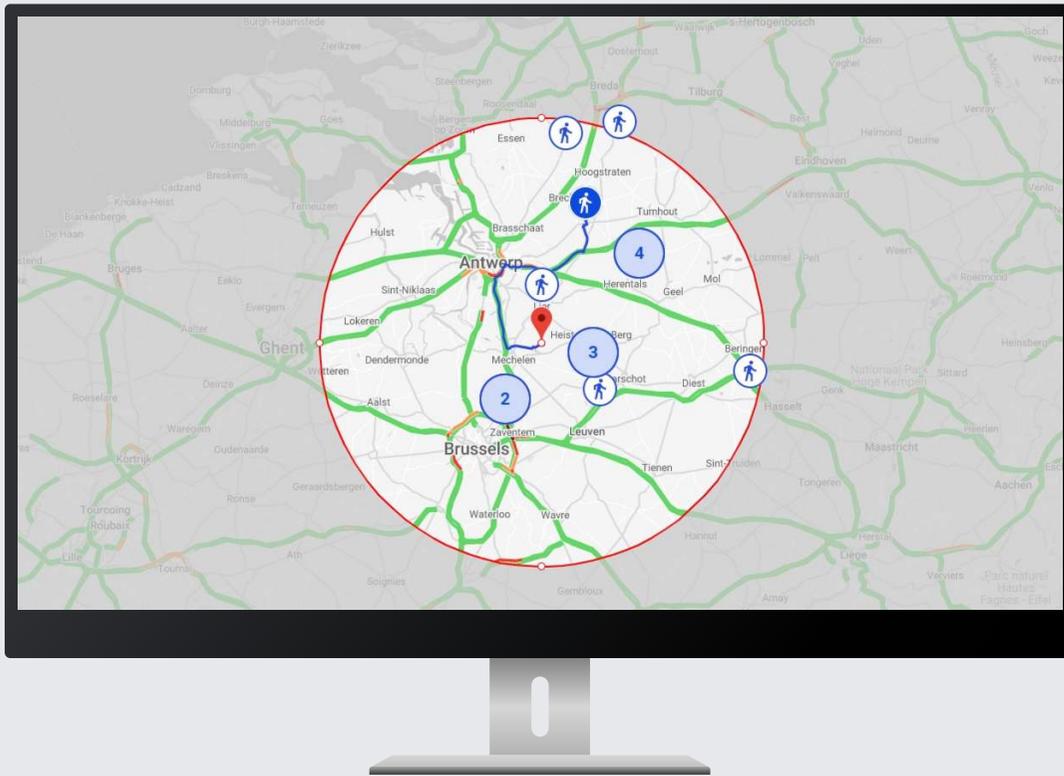
WHAT CAN YOU DO WITH IT?

This will give the user the ability to simply drop a pin on the map where the incident took place. Furthermore, you would even be able to select the radius of the cameras that are shown nearby and watch them live within the form. An operator can also transfer incidents to a nearby mobile team displayed on the GIS map.


Q Search for an address...

← Objects on map (13)

| Agent 26	22.8 km, 32 mins
Agent 35	
Agent 6	
Agent 23	
Agent 32	
Agent 18	
Agent 20	
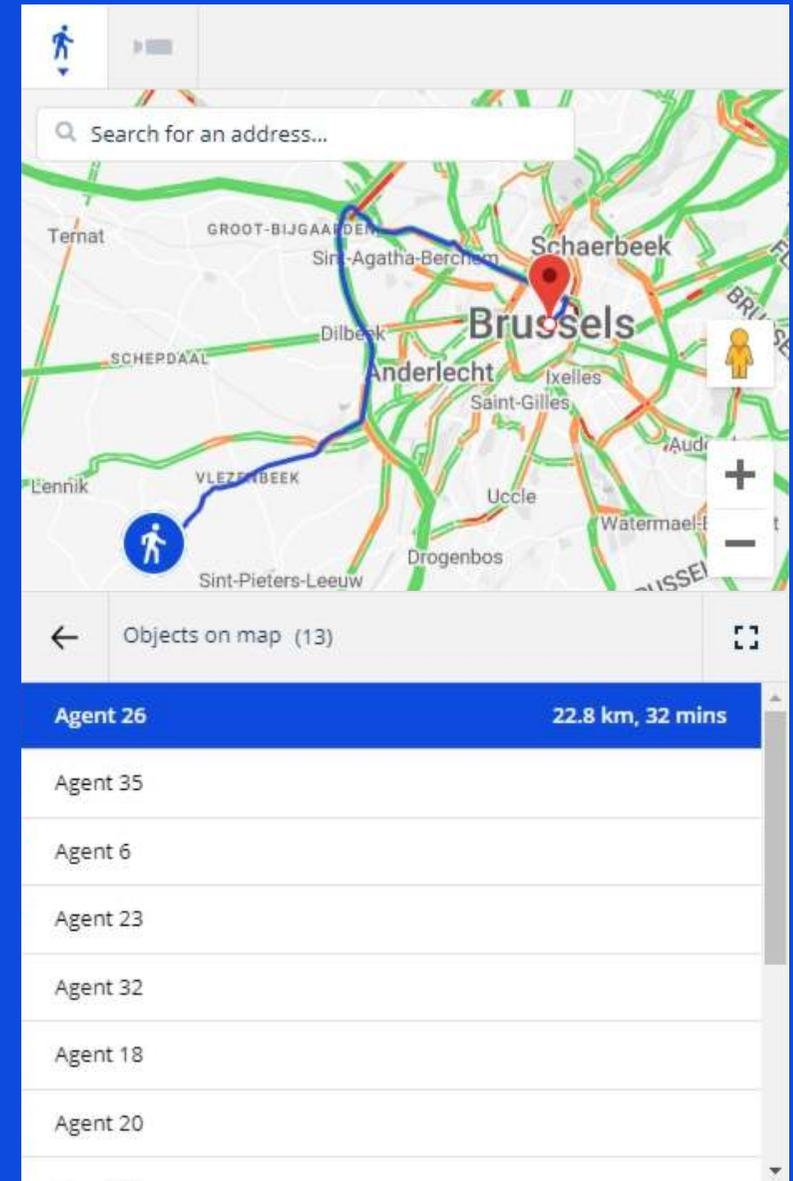
MOBILE INTEGRATION
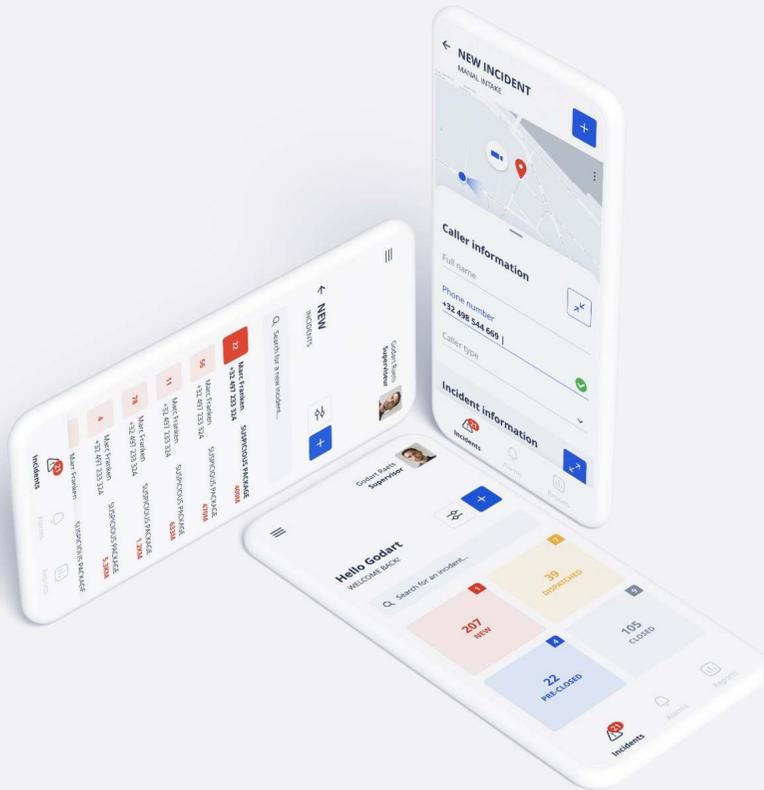
HOW DOES IT WORK?

There are scenarios where users can get notified by email and afterward can click on a link that will open the web version of the Incident Manager. The advantage is that you can open it within your browser, tablet, or phone.
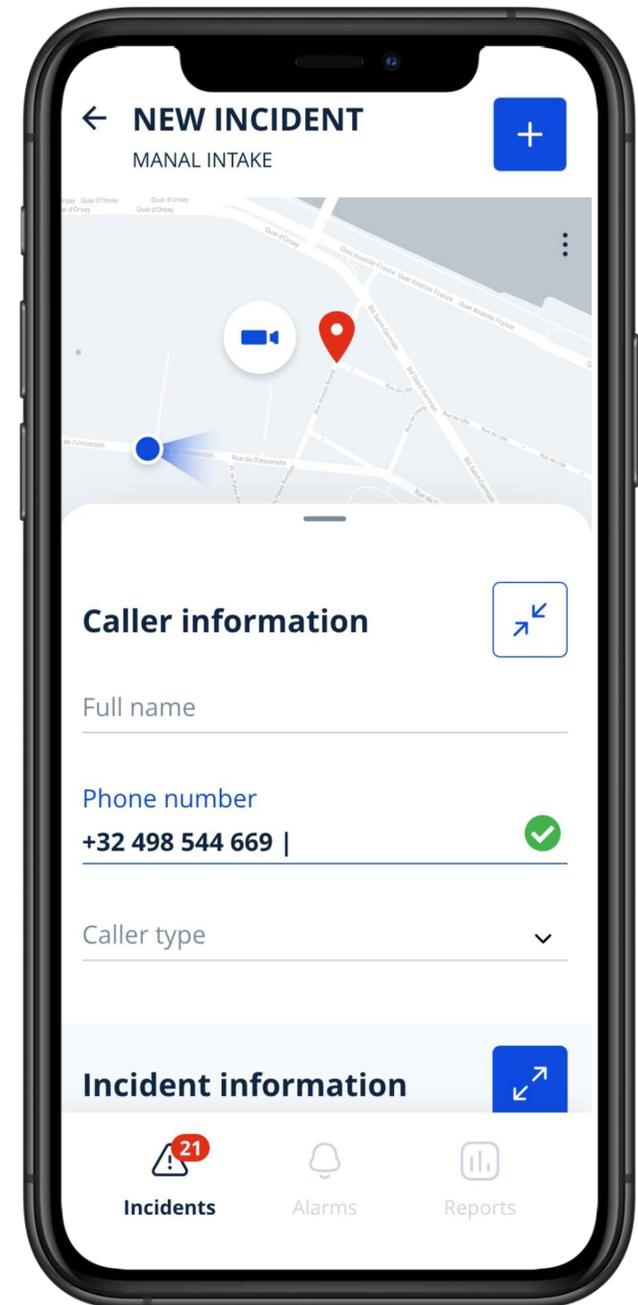
DAY AND NIGHT MODE
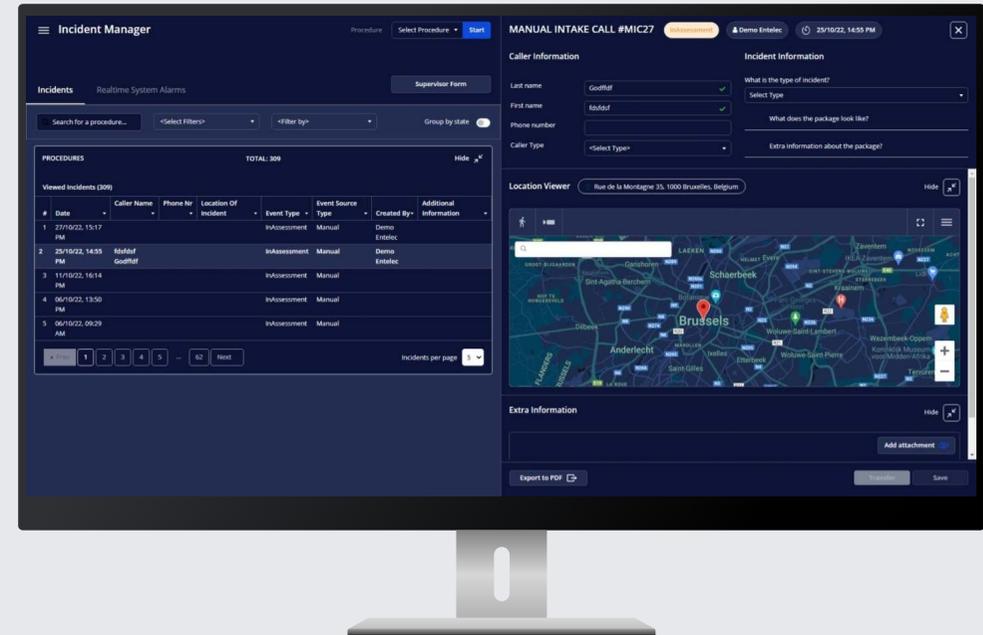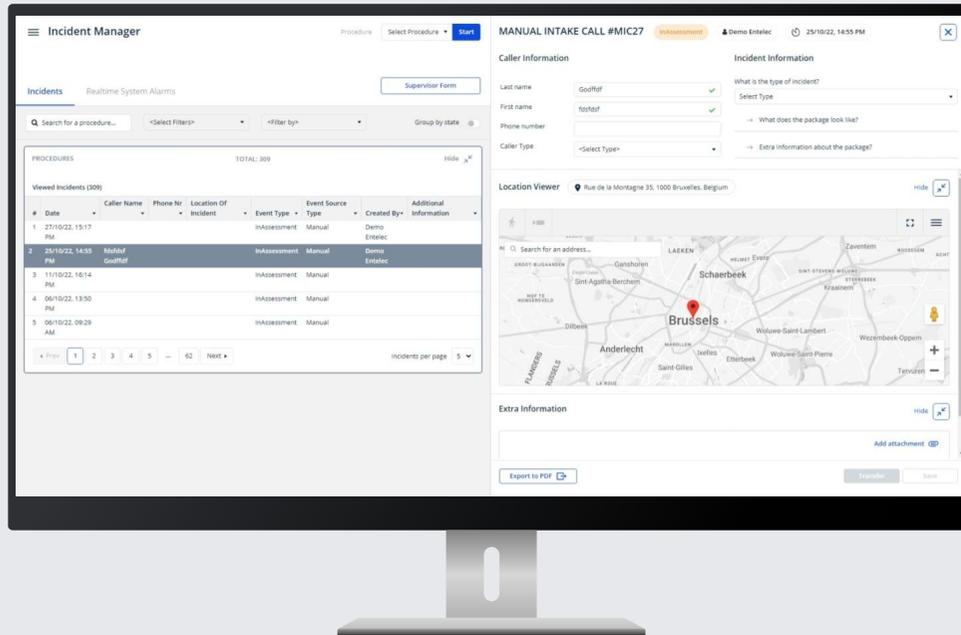
WHY USE IT?

Staring at your monitor at night is completely different than during the day. Thereby it is easier for the eyes to work in a darker color palette during the night. The function can also be triggered automatically by setting the preferred time range.

Display settings

☐ Automatically apply Night mode

From: 08 : 00 : PM   To: 08 : 00 : AM

Night mode: OFF ⬤

CUSTOM ACTION BUTTONS

WHAT IS THE BENEFIT?

Take action by using custom action buttons directly on your incident forms. The actions can range from closing all doors, starting an evacuation through the intercom, calling the police, etc.

SIDEBAR MENU
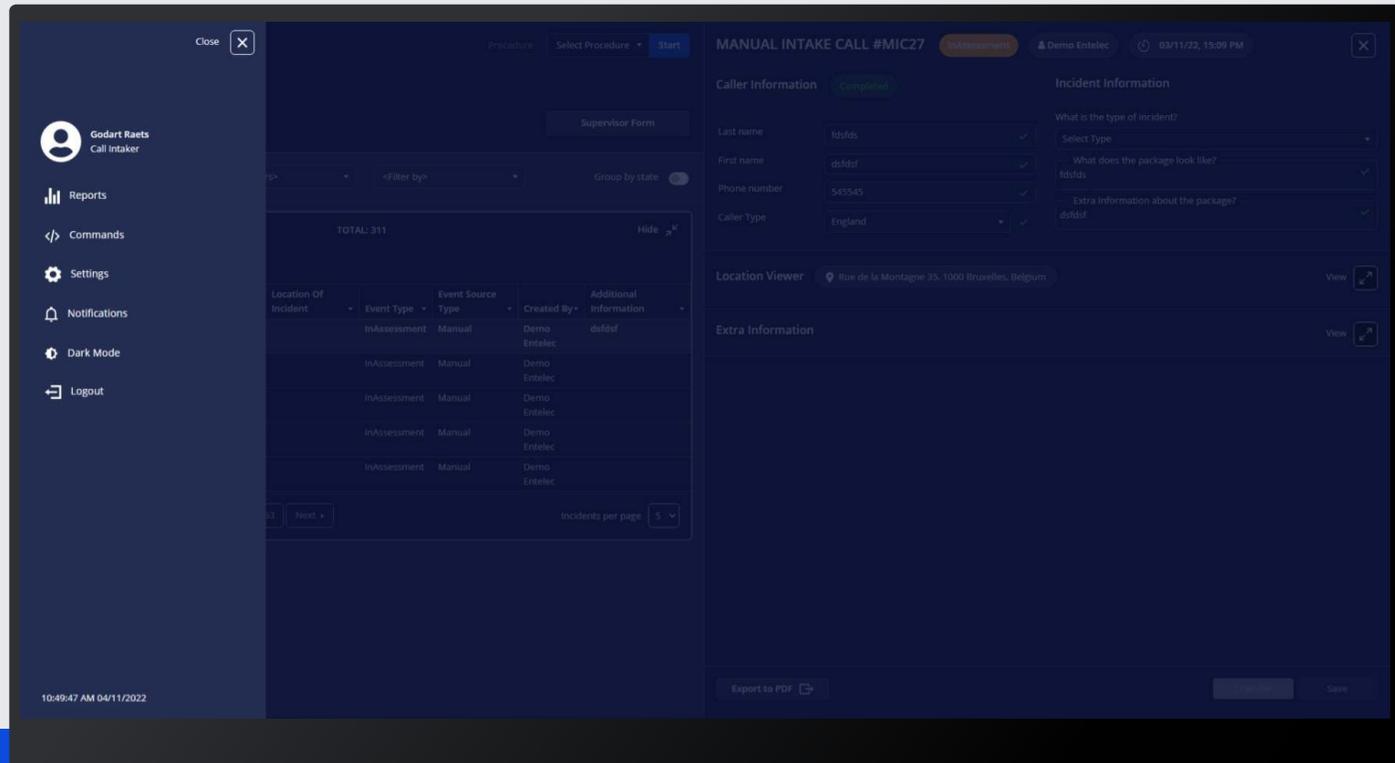
WHY USE IT?

With the sidebar menu, you have more control over the entire application and your profile settings. The sidebar is easily accessible by clicking on the list icon in the upper left corner of the screen.

- ✅ Reports & dashboards
- ✅ Sky-Walker commands
- ✅ General settings
- ✅ Push notifications
- ✅ Display settings

OTHER FEATURES

In addition to all the main features, there are other very useful features that we haven't mentioned but that can greatly improve your processes.

WHAT OTHER FEATURES ARE INCLUDED?

- ✅ Exporting forms in PDF format

- ✅ Hide/show viewers in the GUI

- ✅ Alphabetical sorting of columns

- ✅ Advanced incident search

- ✅ Customize your reports

- ✅ Adding attachments

- ✅ Saving user preferences locally

- ✅ Real-time alarm notifications

What is next?

The Incident Manager is quickly evolving into a more mature product. Our development team is working hard to make Sky-Walker completely platform-independent.

Not only will our Incident Manager be used within a Windows desktop application environment, but also in a web and mobile environment. So keep an eye out for our next product releases to ensure you are completely up to date!

"

The Incident Manager brings efficiency to the control room, for both operators and managers.

Wouter Goos
International Operations & Support Manager

CONTACT US!

Do you have more questions? Feel free to contact one of our offices. We are looking forward to hearing from you!

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