

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.



Sky-Walker
Open Integration Platform



Manage all your incidents with maximum efficiency.

Product release 2023 — www.entelec.eu

The screenshot shows the Incident Manager web application. The main interface is divided into several sections:

- Incident Manager Header:** Includes a search bar, filters, and a 'Start' button.
- Incidents List:** A table showing a list of incidents. The first incident is highlighted in red, indicating it is new. The table columns are: ID, Date, Caller name, Telephone nr., Incident location, Event type, and Created by.
- Incident Details:** A sidebar on the right provides detailed information for the selected incident, including caller information, incident location, and additional information.
- Summary:** A section at the bottom shows the status of incidents: DISPATCHED (21), VERIFYING (7), and PRE-CLOSED (45).

The incident details for the selected incident (ID 22) are as follows:

- Caller information:** Last name: Rombout, First name: Tim, Telephone: +33 497 250 460, Caller type: External.
- Incident location:** Building: Amsterdam Station, Floor: RDC +0, Extra information: Dangerous materials next to station 1.
- Additional information:** We need a medical team on site ASAP!

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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.

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.

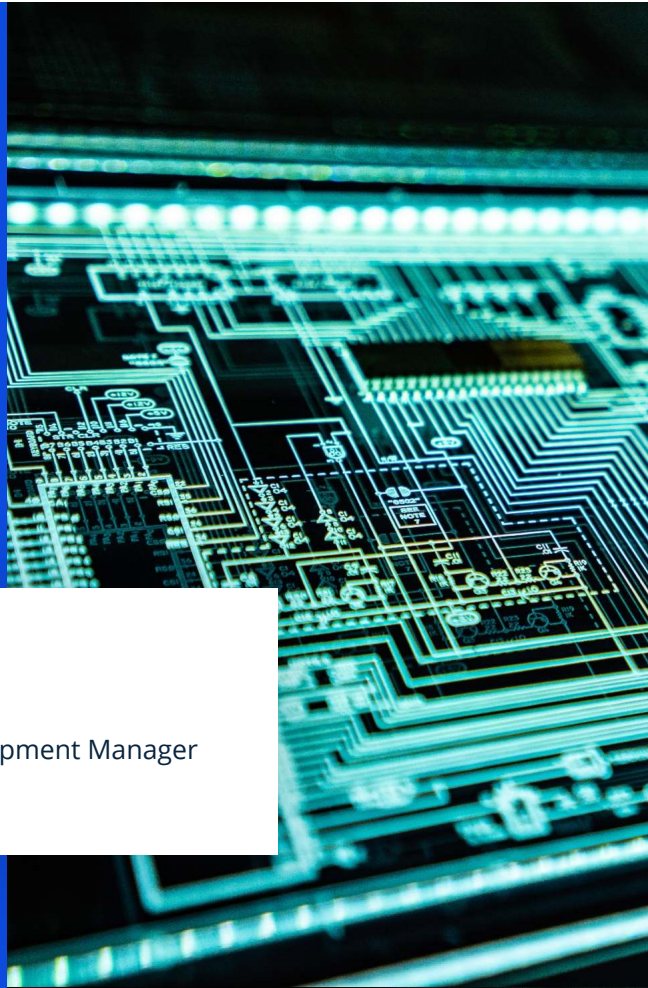
“

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.

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.



Koen Elens
Software Architect



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

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.

STARTING A PROCEDURE

The screenshot shows the 'Incident Manager' interface. On the left, there's a sidebar with 'Incidents' and 'Realtime system alarms'. The main area displays a list of incidents. A red box highlights the 'NEW' section with a total of 103 incidents. Below this, there's a table of 'Unseen incidents (1)' and 'Seen incidents (102)'. The table has columns for ID, Date, Caller name, Telephone Nr., Incident location, Event type, and Created by. A red box highlights a specific incident with ID 02, dated 15/11/2022 08:01:04, from caller Tim Rombout at Amsterdam Station, reporting an Accident. To the right, a detailed view of this incident is shown, titled 'MANUAL INTAKE CALL #22'. It includes fields for 'Caller information' (Last name: Rombout, First name: Tim, Telephone: +33 497 250 460, Caller type: External) and 'Incident location' (Building: Amsterdam Station, Floor: RDC +0, Extra information: Dangerous materials next to station 1). There are also 'Action buttons' like 'Close all gates', 'Start evacuation', 'Call the police', and 'Call the building chief'. At the bottom, there's an 'Additional information' section with a text area containing 'We need a medical team on site ASAP!'. Buttons for 'Cancel', 'Save', and 'Transfer' are at the bottom right.

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

Incident Manager

Procedure: <Choose a procedure> Start

Incidents 2 Realtime system alarms Supervisor form

Search for an incident... <Choose a filter> <By organisation> Group by state

Unseen incidents (1) TOTAL: 103 Hide

ID	Date	Caller name	Telephone nr.	Incident location	Event type	Created by
22	15/11/2022 15:23:14			Amsterdam Station	Forced door	System

Seen incidents (102)

ID	Date	Caller name	Telephone nr.	Incident location	Event type	Created by
51	15/11/2022 14:56:09	Mark Franken	+32 497 233 324	Brussels Airport	Suspicious package	John Doing
65	15/11/2022 10:35:46	Marc Vanrompen	+32 497 250 729	Paris Gare Du Nord	Suspicious package	Rick Chrome
27	15/11/2022 10:25:32	John Doe	+32 497 385 729	Rotterdam Station	Accident	Timothy Liebens
88	15/11/2022 09:56:27	Frank Willers	+32 497 250 325	Jumbo NL HQ	Burglary	Rick Chrome
07	15/11/2022 09:16:39	Jeffrey Scotar	+32 497 250 800	Paris Gare Du Nord	Terrorism threat	John Doing
02	15/11/2022 08:01:04	Tim Rombout	+32 497 250 460	Amsterdam Station	Accident	Rick Chrome
12	15/11/2022 08:02:56	Tyler Oddier	+32 497 250 384	Brussels Airport	Burglary	Koen Erdens
18	15/11/2022 08:00:23	Koen Kimpen	+32 497 250 333	Amazon Warehouse 01	Burglary	Rick Chrome
14	15/11/2022 07:59:54	Todd Willer	+32 497 250 250	Amazon Warehouse 01	Suspicious package	Rick Chrome
05	15/11/2022 07:45:22	Bart Lievens	+32 497 250 710	Brussel Centraal	Terrorism threat	Rick Chrome

Incidents per page 10

DISPATCHED TOTAL: 21 Show

VERIFYING TOTAL: 7 Show

PRE-CLOSED TOTAL: 45 Show

MANUAL INTAKE CALL #22 New

DINSDAG 15/11/2022 08:01:04 AM Rick Chrome

Caller information Completed

Last name: Rombout ✓
First name: Tim ✓
Telephone: +33 497 250 460 ✓
Caller type: External ✓

Incident information Completed

What is the type of incident? Accident ✓
What happened? An old lady wearing red fell on the rails ✓
Is someone injured? Yes she is mildly injured ✓

Incident location

Building: Amsterdam Station
Floor: RDC +0
Extra information: Dangerous materials next to station 1

Action buttons

Close all gates
Start evacuation
Call the police
Call the building chief

Additional information

We need a medical team on site ASAP!

Cancel Save Transfer

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

The screenshot shows the 'Incident Manager' interface. On the left, there's a sidebar with 'Incidents' and 'Realtime system alarms'. The main area displays a list of incidents under 'Unseen incidents (1)' and 'Seen incidents (102)'. A red box highlights the 'Supervisor form' button in the top right corner of the incident list. The right panel shows the 'MANUAL INTAKE CALL #22' form, which includes fields for 'Caller information' (Name, First name, Telephone, Caller type), 'Incident location' (Building, Floor, Extra information), and 'Action buttons' (Close all gates, Start evacuation, Call the police, Call the building chief). The 'Supervisor form' button is highlighted with a red circle.

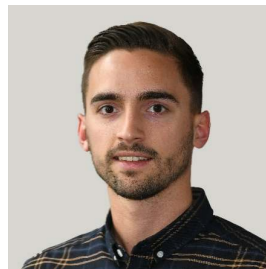
Supervisor Form

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.

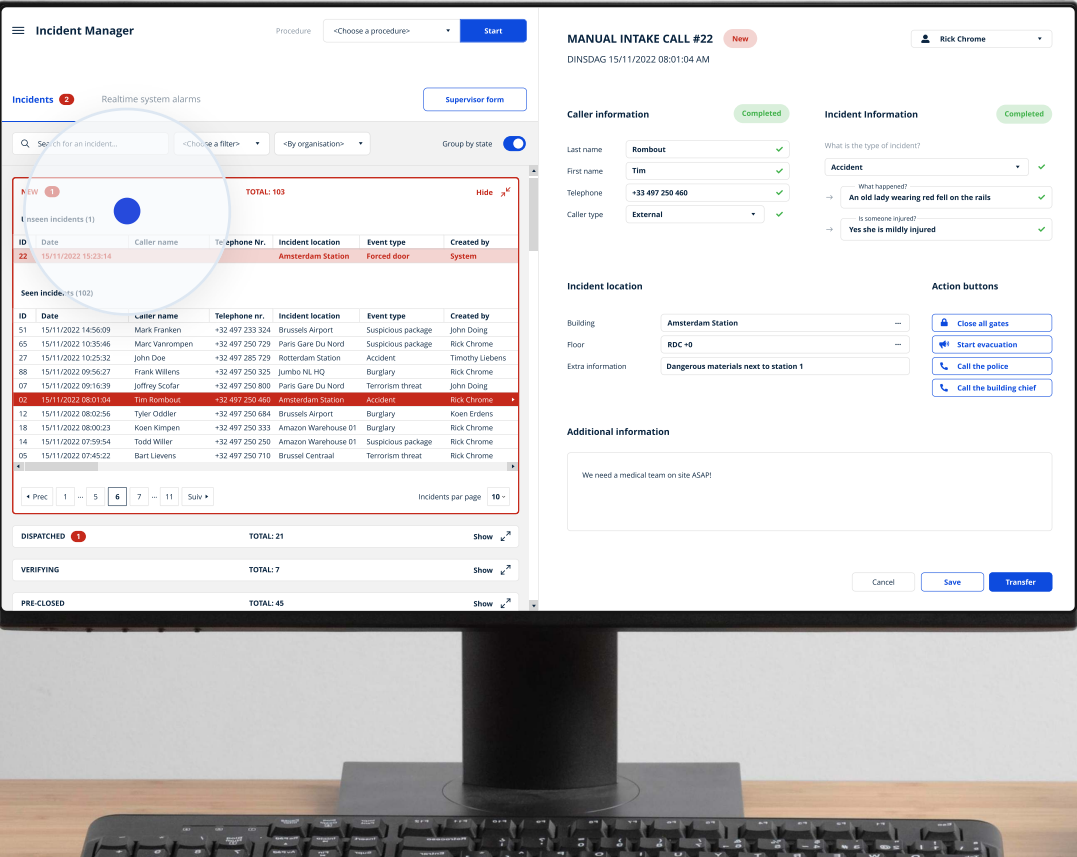


Godart Raets
Product Manager



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

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.

Incidents 2 Alarmes systèmes en temps réel

Recherche d'un incident... <Choisir le filtre> <Par organisation>

NEW 1 TOTAL: 103				
Incidents non vus (1)				
ID	Date	Nom de l'appelant	Téléphone	Lieu de l'incident
22	15/11/2022 15:23:14			Palais Bourbon
Incidents vus (102)				
ID	Date	Nom de l'appelant	Téléphone	Lieu de l'incident
51	15/11/2022 14:56:09	Mark Franken	+33 497 233 324	Palais Bourbon
65	15/11/2022 10:35:46	Marc Vanrompen	+33 497 250 729	Paris Gare Du Nord
27	15/11/2022 10:25:32	John Doe	+33 497 285 729	233 bd St-Germain
88	15/11/2022 09:56:27	Frank Willens	+33 497 250 325	Hôtel Broglie
07	15/11/2022 09:16:39	Joffrey Scofar	+33 497 250 800	Paris Gare Du Nord
02	15/11/2022 08:01:04	Tim Rombout	+33 497 250 460	Paris Gare Du Nord

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

The screenshot shows the 'Incident Manager' interface. On the left, there's a sidebar with 'Incidents' (2) and 'Realtime system alarms'. Below it, a search bar and filters are visible. A table lists incidents, with incident #22 highlighted. On the right, the 'MANUAL INTAKE CALL #22' form is open, showing caller information (Rombout, Tim, +33 497 250 460, External), incident information (Accident, Amsterdam Station, Forced door), and action buttons (Close all gates, Start evacuation, Call the police, Call the building chief). A blue circle highlights the 'MANUAL INTAKE CALL #22' header in the form.

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.

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

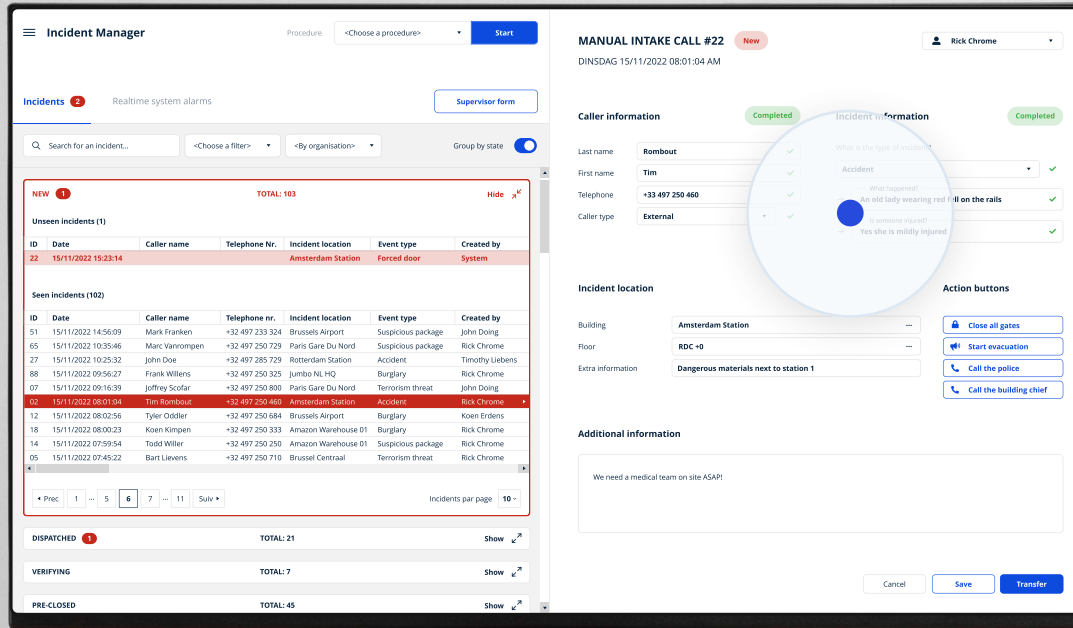


IS IT CUSTOMIZABLE?

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

EVENT RELATED QUESTIONS

 Rick Chrome



The screenshot shows the 'Incident Manager' interface. On the left, there's a sidebar with 'Incidents' and 'Supervisor form'. The main area displays a list of incidents under 'Unseen incidents (1)' and 'Seen incidents (102)'. A table lists incidents with columns: ID, Date, Caller name, Telephone nr., Incident location, Event type, and Created by. The first incident in the 'Unseen' list is ID 22, dated 15/11/2022 15:23:14, from Amsterdam Station, event type 'Forced door', created by 'System'. The 'Seen' list includes various incidents, with one highlighted: ID 02, dated 15/11/2022 08:01:04, from Amsterdam Station, event type 'Accident', created by 'Rick Chrome'. Below the table are filters and pagination controls. On the right, the 'MANUAL INTAKE CALL #22' form is shown, with fields for 'Caller information' (Last name: Rombout, First name: Tim, Telephone: +33 497 250 460, Caller type: External) and 'Incident information' (What is the type of incident?: Accident, What happened?: An old lady wearing red, Is someone injured?: Yes she is mildly injured). The 'Incident location' section shows Building: Amsterdam Station, Floor: RDC +0, and Extra information: Dangerous materials next to station 1. 'Action buttons' include 'Close all gates', 'Start evacuation', 'Call the police', and 'Call the building chief'. 'Additional information' has a text area with 'We need a medical team on site ASAP!'. At the bottom are 'Cancel', 'Save', and 'Transfer' buttons.

Informations sur l'incident

Terminé

Quel est le type d'incident?

Accident

Quel genre d'accident ?

→

Quelqu'un est tombé sur la voie ferrée

Y a-t-il des blessés ?

→

Oui, une femme plus âgée

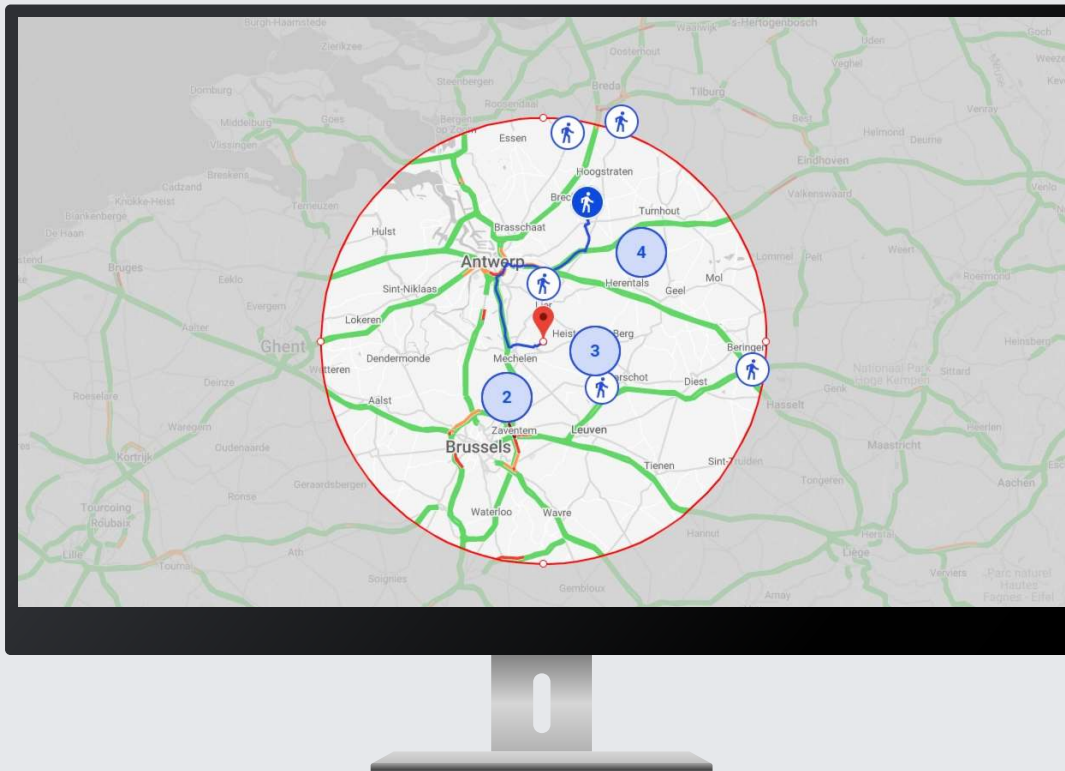
HOW DOES IT WORK?

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?

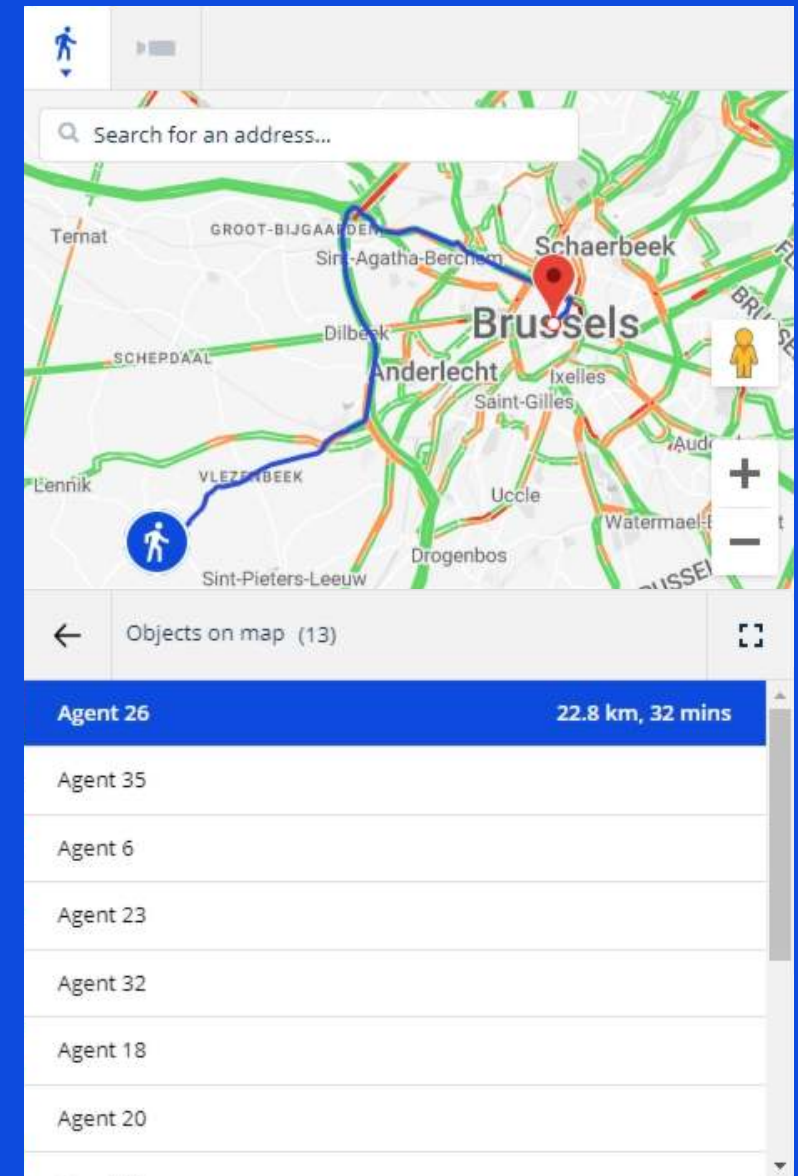
For maximum readability, a user can minimize each section within the form. This works well when there are a lot of sections to be filled in.

FORMS WITH GIS MAPS

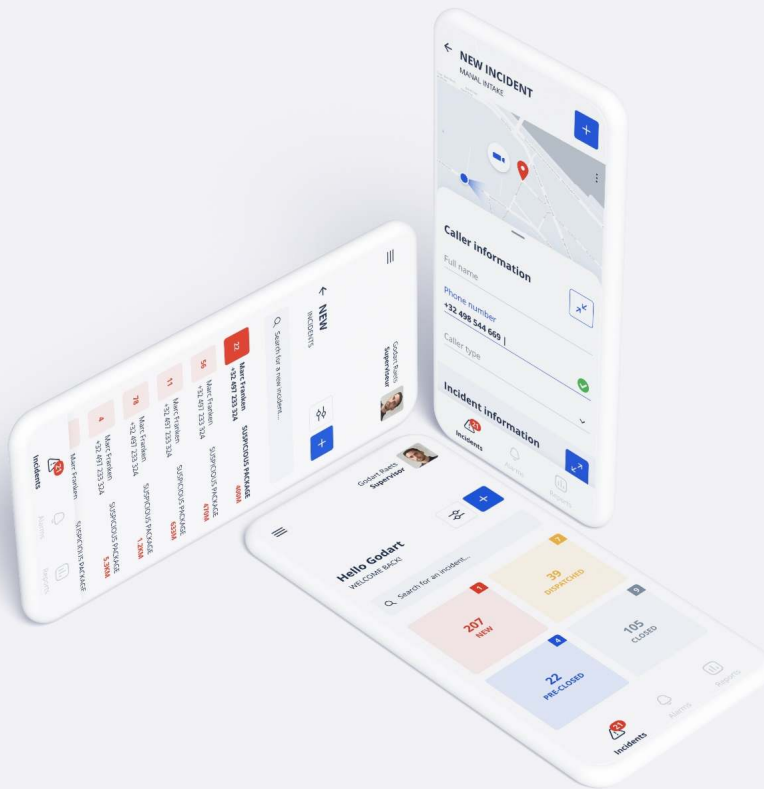


WHAT CAN YOU DO WITH IT?

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.

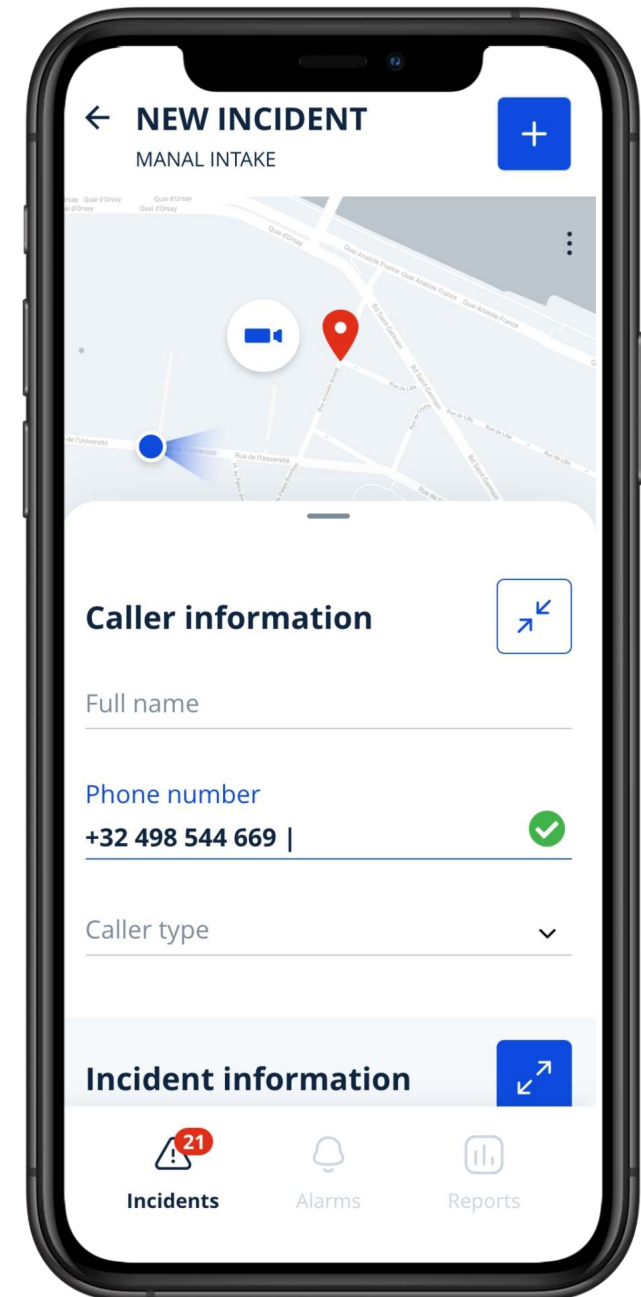


MOBILE INTEGRATION

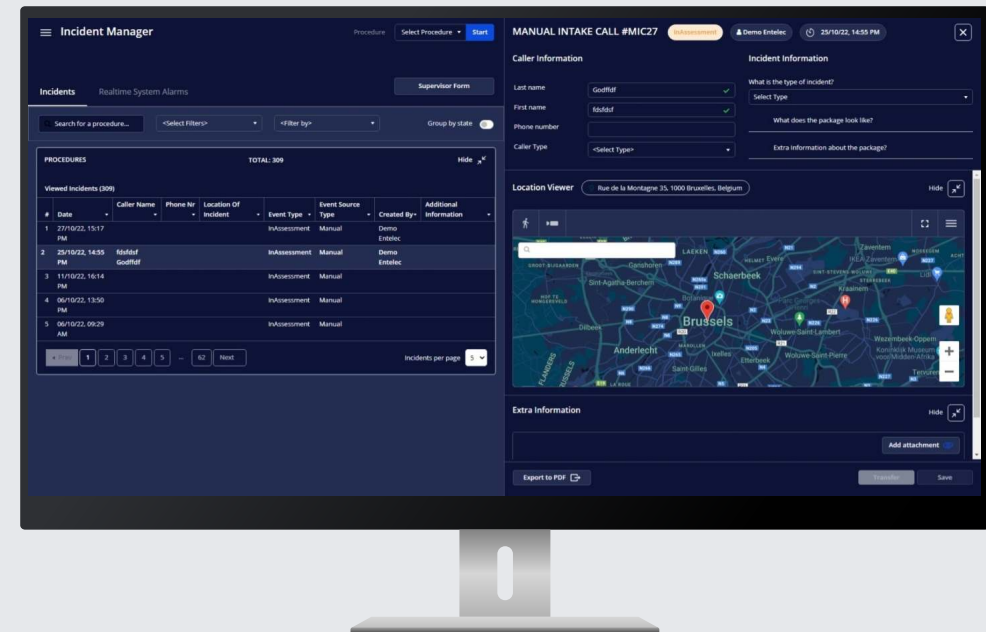
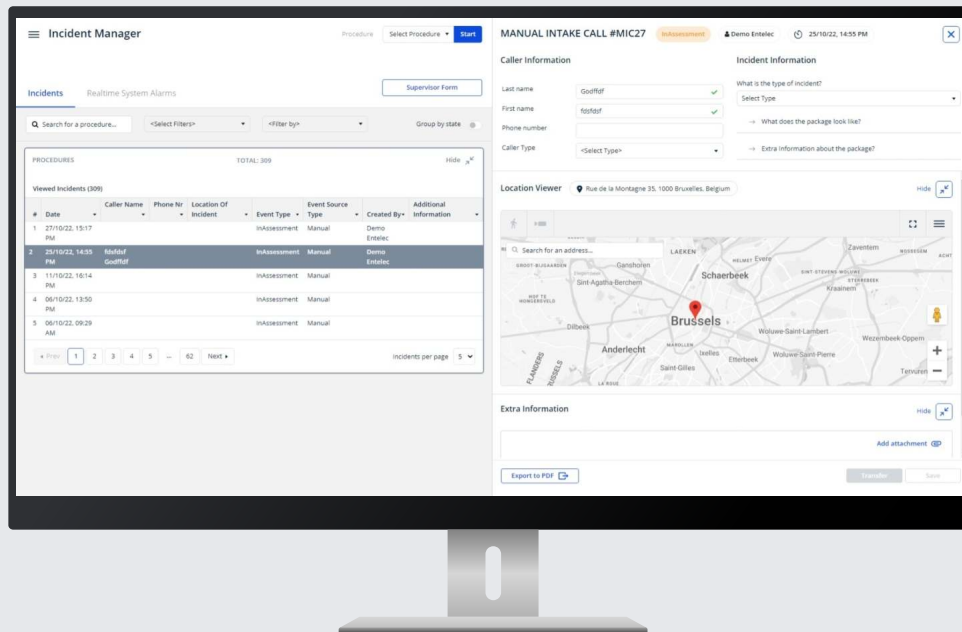


HOW DOES IT WORK?

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

The screenshot displays the Incident Manager interface. On the left, a list of incidents is shown, with a table of 'Seen incidents (102)'. The table includes columns for ID, Date, Caller name, Telephone nr., Incident location, Event type, and Created by. The incident with ID 02 is highlighted. On the right, the 'MANUAL INTAKE CALL #22' form is shown, with fields for Caller information, Incident information, Incident location, and Additional information. A circular callout titled 'Action buttons' is overlaid on the right side of the screen, showing four buttons: 'Close all gates', 'Start evacuation', 'Call the police', and 'Call the building chief'.

Incident Manager

Procedure: <Choose a procedure> Start

Incidents 2 Realtime system alarms Supervisor form

Search for an incident... <Choose a filter> <By organisation> Group by state

NEW 1 TOTAL: 103

Unseen incidents (1)

ID	Date	Caller name	Telephone Nr.	Incident location	Event type	Created by
22	15/11/2022 15:23:14			Amsterdam Station	Forced door	System

Seen incidents (102)

ID	Date	Caller name	Telephone nr.	Incident location	Event type	Created by
51	15/11/2022 14:56:09	Mark Franken	+32 497 233 324	Brussels Airport	Suspicious package	John Doing
65	15/11/2022 10:35:46	Marc Vanrompen	+32 497 250 729	Paris Gare Du Nord	Suspicious package	Rick Chrome
27	15/11/2022 10:25:32	John Doe	+32 497 285 729	Rotterdam Station	Accident	Timothy Liebens
88	15/11/2022 09:56:27	Frank Willens	+32 497 250 325	Jumbo NL HQ	Burglary	Rick Chrome
07	15/11/2022 09:16:39	Joffrey Scofar	+32 497 250 800	Paris Gare Du Nord	Terrorism threat	John Doing
02	15/11/2022 08:01:04	Tim Rombout	+32 497 250 460	Amsterdam Station	Accident	Rick Chrome
12	15/11/2022 08:02:56	Tyler Oddler	+32 497 250 684	Brussels Airport	Burglary	Koen Erdens
18	15/11/2022 08:00:23	Koen Kimpfen	+32 497 250 333	Amazon Warehouse 01	Burglary	Rick Chrome
14	15/11/2022 07:59:54	Todd Willer	+32 497 250 250	Amazon Warehouse 01	Suspicious package	Rick Chrome
05	15/11/2022 07:45:22	Bart Lievens	+32 497 250 710	Brussel Centraal	Terrorism threat	Rick Chrome

DISPATCHED 1 TOTAL: 21 Show

VERIFYING TOTAL: 7 Show

PRE-CLOSED TOTAL: 45 Show

MANUAL INTAKE CALL #22 New

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

Caller information Completed

Last name: Rombout ✓
First name: Tim ✓
Telephone: +33 497 250 460 ✓
Caller type: External ✓

Incident information Completed

What is the type of incident? Accident ✓
What happened? An old lady wearing red fell on the rails ✓
Is someone injured? Yes she is mildly injured ✓

Incident location

Building: Amsterdam Station
Floor: RDC +0
Extra information: Dangerous materials next to station 1

Additional information

We need a medical team on site ASAP!

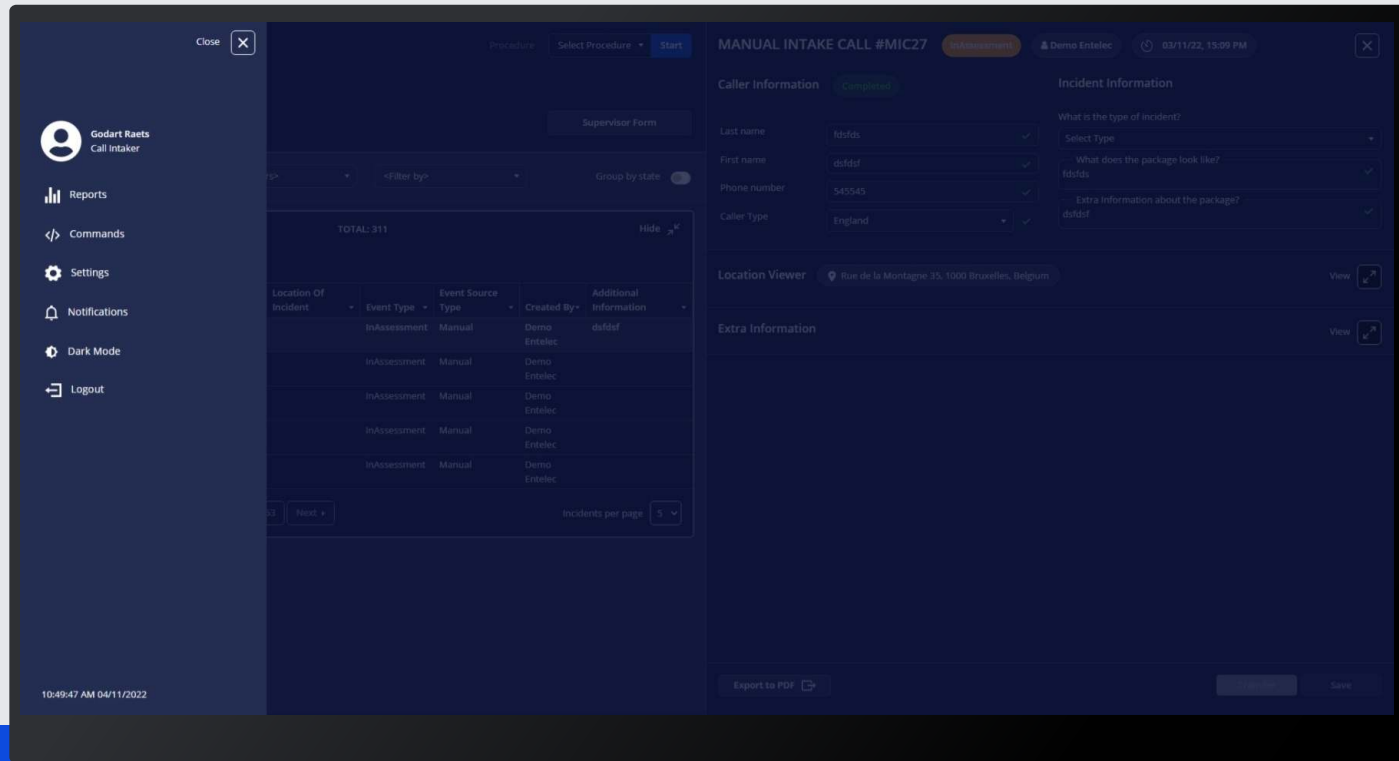
Action buttons

- Close all gates
- Start evacuation
- Call the police
- Call the building chief

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!

Visit us on <https://www.entelec.eu>



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