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# Visionlink Disaster Technologies Overview



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## VISIONLINK PLATFORM OVERVIEW

This document reviews several of the pre-configured components of the Visionlink Disaster Services Platform—the most advanced, well designed and flexible solution in the market.

### AN INTEGRATED SOLUTION

Visionlink’s Disaster Technologies are available as distinct components, and as part of an integrated, comprehensive solution.

Each module works similarly for easy training and support, is pre-built for rapid deployment, and is configurable to meet your specific needs.

### PRE-CONFIGURED

Every module is ready now—and each is built on the expertise of dozens of agency leads contributing their experience from 300 named disasters.

### TAILORED TO YOUR NEEDS

Every page and menu, field and form, trigger and query, result and report can be adjusted by your staff—as you wish, when you need, in real time.

There is no other platform in this market that offers both pre-built expert design and complete configurability.

### NO LIMITS

No limits on records, fields, forms, clients, cases, staff, volunteers, donors, or public access.

### DISASTER CORE MODULES

Each of the following modules can be deployed individually, or as a coordinated and integrated set of solutions.

#### DAMAGE ASSESSMENT

This module offers the quick, public, rapid capacity to capture initial damage assessments for multiple incidents.

Be in the know, first.

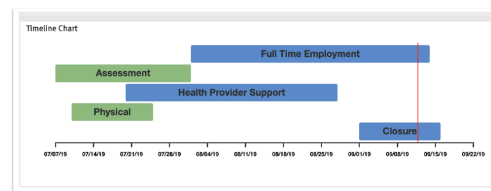
#### CLIENT & CASE MANAGER

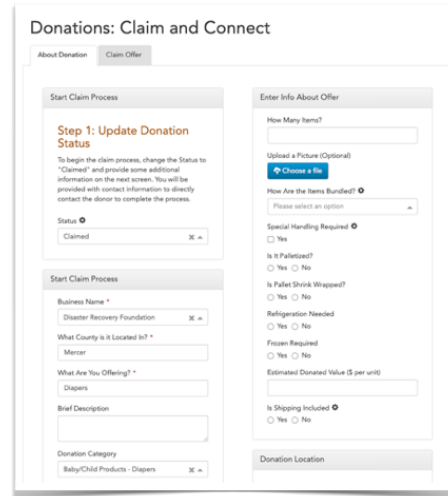
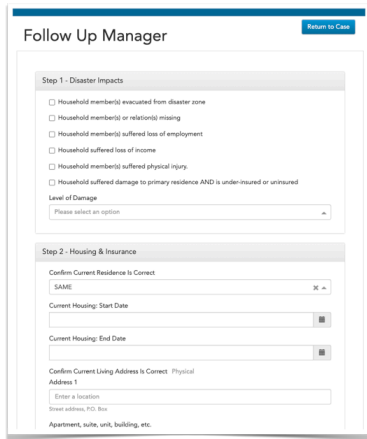
Capture information about clients, their needs, social demographics, locations and more.

- Gain immediate insight into needs
- Use branching logic for easy entry
- Inform your response planning

With the most complete and effective disaster case management solution in the market, respond to state and federally funded individual assistance and case management needs. Or, deploy as an always on-ready solution.

- Coordinate assistance
- Understand the entire household
- Build & implement recovery plans





## SHELTER SYSTEM MANAGER

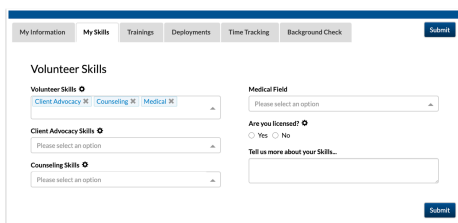
The most advanced mass care and shelter management system. You can manage established and spontaneous shelters; congregate and non-congregate facilities; volunteers and staff; residents and special need populations; pets and animals more.

- Manage facilities
- Coordinate personnel & supplies
- Prepare capacities and scenarios

## VOLUNTEER COORDINATION

Efficiently and effectively coordinate volunteers across the complexities of multi-event, multi-agency disaster response.

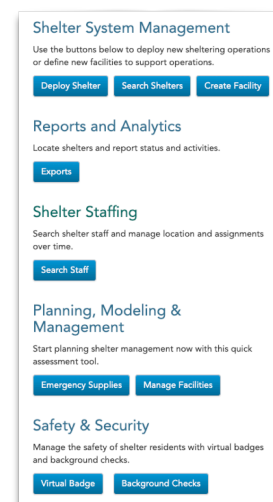
- Communicate needs to volunteers
- Capture skills, licenses, experience
- Use affiliated & unaffiliated modes



## GOODS & SERVICES DONATIONS

Built on the lessons from previous systems, this is a goods and services donation solution that works—by respecting the connection between donors and recipients, and able to coordinate the flow of unsolicited donations.

- Start with stated needs
- Match donations & requests
- Warehouse mode for large events



## COMMUNITY SERVICES & REFERRALS

'Whole of community' requires connections with local services. Provide public and private directories of services, guided searches, trusted contacts, professional taxonomies and referral tools to begin and sustain recovery.

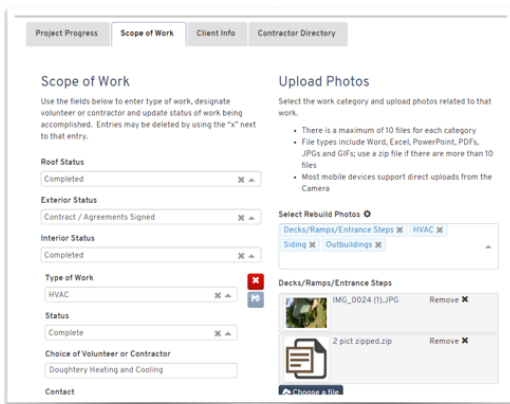
- o Organize local relief services
- o Vet & update resources quickly
- o Focus services by incident type
- o Open and closed loop
- o Coordinated care messaging



## REPAIR & CONSTRUCTION MANAGER

Start with a directory of trusted contractors. Organize estimates of damage and repair costs, manage permits, task progress, and project managers. Capture before and after photos and more.

Can be used for either detailed rebuild and repair efforts, or smaller tasks—either across a few or many repair sites, and for one or many simultaneous disaster events.



## GRANTS MANAGER

This module is designed by experts in grants management to support and organize grant funded programs, proposal processes, application review, and post-grant reports and measures.

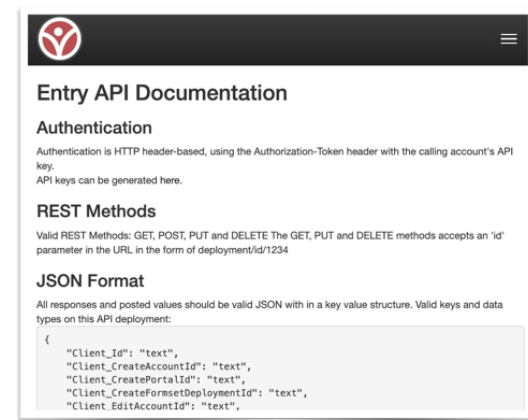
It can support multiple grant funding opportunities, from one or many funders, and with either a universal application process or tailored applications tailored to each program.

It can integrate with the volunteer, donation, and community services systems to leverage the delivery of grant funds and generate better outcomes.

## DATA EXCHANGE BUILDER

Exchanging data is everything. Bring in other data you need, share what you have with others, build a system of connected systems.

Take advantage of CSV Builders which automatically build import, export, and bulk update spreadsheets from any set of fields on any form.



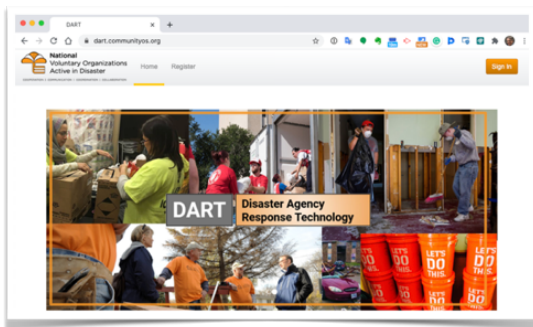
Go further with our proprietary API Builder. Create API endpoints, for example, on the fly with no programming time or delay.

Many data sets can be connected with many partners, access controlled, with specific fields of data appropriate to each scenario.

## WEB PUBLISHING & PORTALS

As this is an integration of modules, it is also a platform ready and able to deploy multiple web sites, landing pages and portals for different partners, programs, incidents—including stages of response, and much more.

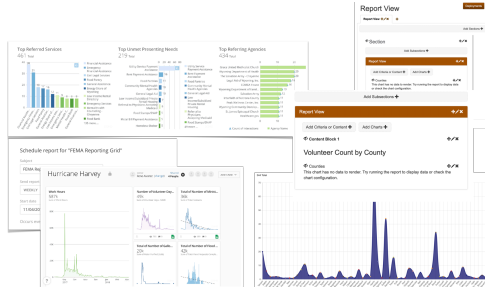
This is not about ‘a great site,’ but many sites for tailored, focused, communications with specific stakeholders all from one platform.



## REPORTING & ANALYTICS

Enjoy the options: connect with an existing reporting system deployed by your organization, or connect to a third-party solution with Visionlink APIs, or use the form building skills you have gained with all the other modules and build your own on-platform reports with Visionlink’s ResultsOS.

- Real time analytics
- Industry standard data formats
- Configurable metrics & criteria



**Ops Tracker** is a private reporting module for responding agencies so they can inform one another of their response posture, specific activities, and about the resources they need from or have available for other partners.

**FEMA compliant reporting** is also available, particularly for federally funded Individual Assistance programs.

**Mapping and GIS data** provides another visual layer for understanding needs, operations, and relief efforts and more.

## SUPPLEMENTAL TOOLS

The **Household Management** module captures relevant information about each member of the household, and changes to the household over time.

The **Damage Assessment** module captures initial and more detailed damage assessment information.

The **Language & Localization Manager** administers fields and forms in multiple languages across the entire platform. Build in English, then translate, and the fields, forms, and system messages are automatically built and deployed for you.

**Split Jurisdiction Support** means that the system understands every jurisdictional boundary in the United States and Canada—so that for example, it can help you manage services available in one but not in other zip codes within a county. This is another aspect of data quality, and accurate service delivery to clients.

**Timeline Charting** is a simple but powerful tool that lets you create and display goals and objectives, deadlines and status across a chronological timeline. The point is that assistance is good—coordinated, sequenced assistance is better.

**Web Publishing and Portals** is a built-in capacity of the platform. Integrate with other systems such as Square Space or WordPress or build your own content pages on the Visionlink platform. Create many pages for discrete audiences and programs, partners, and events.

**COVID-19 Support** includes registry, symptom, and vaccination trackers, complete with pre-built reports and automated texting so you can track volunteers and clients, and their health status before, during and after engaging with one another.

In the shelter system, this also includes non-congregate care support and integration with hotel reservation systems.

## INTEGRATION OPTIONS

Like no other, this platform was designed from the ground up to build systems of systems.

Data integrations can be custom built with our API Builder or use pre-built connections such as basic and advanced **telephony integrations** for call centers and distributed staff support, with variable levels of anonymity and repeat caller support.



For **non-congregate care sheltering**, we partner with CLC Lodging. Their Emergency Response programs offer access to more than 45,000 hotels across North America with reservations, master billing, and audit controls.



Three different levels of **background checks** can be supported, with monthly verifications, and connected identification badging as well, from our partner Sterling Volunteers.

**Email and texting** integrations, with Spark Post and Twilio as examples, extend messaging and communications for system-wide coordination.

**Financial assistance** can be provided through PayPal, debit cards, and other channels. With or without integrated identity verification. More than one billion dollars has already successfully moved across Visionlink solutions.



**Mapping and Address verification** is included, as are GIS calculations for every address, and the ability to exchange those coordinates with other systems.

## ONE LICENSE—MANY MODULES

We do not charge additional user fees for each module.

The cost savings here in initial and ongoing costs, and training and support charges is truly significant. You gain not only a better, coordinated solution, but cost savings too, for tremendous ROI.

## STAND-BY MODE

Save money *between* disasters as Visionlink charges for actual use.

Plus, the training system is free and there is no cost to register users in advance.

## MULTI-EVENT

One event or multiple events are supported—all while maintaining data integrity, security, and analytics for each discrete event.

## MULTI-PARTNER

For one or many agencies, with the same *or different* business processes and workflows—at the same time, on one cost saving platform. Share all the data, or some, or none of it between partners—as your procedures require.

Partner agencies can sustain their collaborative efforts when their differences are respected—not eliminated. So, on this platform your partner agencies can enjoy the same tailored configurations you do, respecting their procedures, as you work together.

## SUPPLEMENTAL TOOLS

These packages can be enhanced with supplement tools:

- Damage assessment
- Household management
- Language & localization
- Split jurisdiction support
- Timeline charting
- COVID-19 support

## DATA INTEGRATIONS

With data connectivity second to none—with one click import, export and bulk update sheets, and a proprietary API Builder—you can be the hub, not an entity constrained to the outside rim of operations. Additional charges may apply:

- Telephony & IVR support
- Background checks & badging
- Texting & email communications
- Mapping & GIS calculations
- Financial payment assistance

Custom integrations are also available.

## UPGRADES & CUSTOM DEVELOPMENT

The entire platform is regularly improved with security patches and software updates. We take care of the installation and documentation for you.

Upgrades are included with your regular user fees. We generally release upgrades monthly.

Even better—upgrades paid for by any customer are shared with every other customer at no additional charge: the entire Visionlink partnership works together.

You can also request custom engineering or on-demand support when the tools already exist, and you need help configuring them to meet your operational procedures.

## RELIABILITY IS INCLUDED

Our systems typically operate at 99.99% uptime. We have been operating above 99.9% every month of every year for more than 15 years. We now deploy your solutions from AWS.



## CUSTOMER SUPPORT & SERVICES

A wide range of support services are available from adept engineers and domain experts with decades of disaster operations experience at the local, state, and national levels.

Our support services include:

- System design
- Implementation support
- Capacity planning

- Administrative training
- Data management training
- End user training

- Help Desk by phone and email
- How-to documentation

- Multi-layered data backup
- Redundant operations
- 24-hour monitoring & response

## IMPLEMENTATION SUPPORT

In addition to the customer support outlined above, Advanced packages are typically deployed with assistance from one of our highly experienced disaster operations experts.

We charge a flat monthly fee for a package of hours, ensuring support from one of our uniquely skilled individuals who understand both technical platform management and disaster relief operations.

## PRICING MODEL

Visionlink's Disaster Technologies platform is designed to maximize your investment over the long-term, and to minimize day to day operational costs.

The launch charge covers configuration, launch, training and basic support services.

Other charges are few and simple. We charge by the number of users active on the system (by month); the amount of data you may be moving between systems with our data exchange tools; and for senior domain implementation support and assistance.

We do not charge for client records, volunteers, donors, community service records, or for agencies updating the status and details about the community services they provide.

We also do not charge for registered users or their use of our training systems. This means you can pre-register and train large numbers of volunteers and staff at no cost.

Help Desk support is included in the monthly user fees.

All security and data integrity services are included.

All data storage, unlimited numbers of records, triggers, and fields and forms are all included.

## FOR MORE INFORMATION

We look forward to hearing from you.

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