Crisis Management

Alphanumeric provides high availability, scalable Crisis and Major Incident Management services tailored to the individual needs of our global customers. We understand Major Incident and Crisis Management response may be required to handle unique and unexpected business situations that are not part of a normal contact center support model. We provide the technical, operational, and staffing capabilities needed to respond quickly and efficiently to a variety of incidents requiring rapid deployment of a Crisis Management plan. We employ industry leading technology and Crisis Management practices to ensure rapid response and scalability to meet changing business requirements throughout a declared crisis or major incident response.

– Our Services Include –

Business Requirements:
- Technology Requirements
- Staffing Requirements
- Incident/Crisis Classification(s)
- Crisis/Incident Response Plan
- Risk Assessment
- Escalation Plan
- Communication Plan
- Return to Normal Operations
- Risk/Cost Benefit Analysis
- SLA/KPI Requirements

Deployment:
- Activation with SLA/KPI driven response
    - 3-hour, 6-hour, 12-hour, 24 hour, and 48-hour
- Technology
    - Cold, Warm, Hot platform availability/scalability
    - Multi-channel volume capability
    - Real-time metrics available
- Training
    - Introductory
    - Quarterly Refresher Training (ensures ongoing readiness)

Documentation:
- Crisis/Incident Management Criteria
- Response Plan Documentation
- SOP/SOG Documentation
- Staffing Plan (based on required skillsets)
- Technical Response Plan
- SLA/KPI Documentation

Crisis/Major Incident Close-out
- Ramp-down per business requirements
- Return to Normal Operations
- Lessons Learned
- Modification/updating of Major and Crisis Management Plans
- Post Event Training