



Every second matters – Tech to manage crisis and help to save lives

Aalto University – Technology, Security and Future – to All of Us

Cost of IT failure or security incidents

Average cost of IT downtime is 5 750 € per minute
– during this ~30 min lecture 172 500 €

- At the low end 144 000 € per hour,
- On average 308 500 € per hour,
- On higher end as much as 555 360 € per hour

The cost of a data breach is globally on average 3.93 million euros

- In the United States 8.89 million euros (all-time high)

Lähteet:

Gartner, 2021, <https://www.the20.com/blog/the-cost-of-it-downtime/>
Ponemon's Institute, 2020, <https://www.ibm.com/security/data-breach>



Dr. KARI AHO

CEO and Co-founder of Secapp

PhD in mobile technologies and telecom expert with strong experience in working as a growth entrepreneur and board member. He has been part of designing and building space technologies, future communication solutions as well as digital solutions transforming the mission-critical industry.

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Every second matters

– Helping manage crises, save lives and secure daily operations.

Uncertainty due to extraordinary phenomena

A construction worker wearing a white hard hat and a pink safety vest is seen from behind, holding a large blueprint. The background is a blurred construction site with tall structures under a bright sky.

Security threats

Civil unrest

Accidents and incidents

Extreme weather conditions

Pandemics

Lack of resources

Equipment and infra malfunctions

IT system failures

Power, water and telecom outages

→ How are you prepared?

→ How fast can you react?

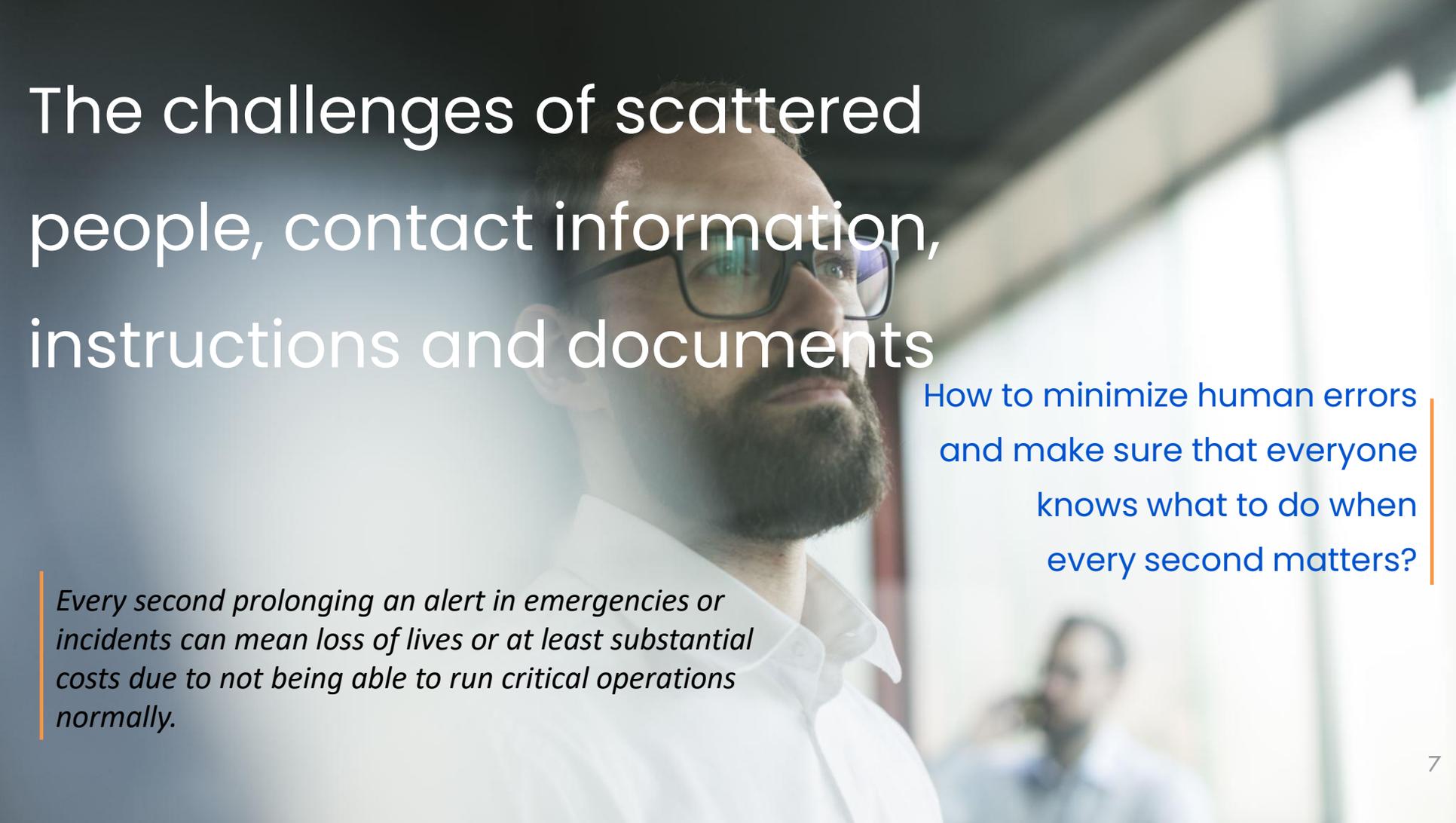
→ How can you make sure that you reach correct individuals 24/7?

Every second matters

Crises can threaten lives, property, markets, infrastructure provision, public services, policy agendas, careers and even governing paradigms. Such threats, combined with high uncertainty, place enormous pressure and responsibility on crisis managers

**Boin, Hart, Stern, & Sundelius, 2005; Rosenthal, Boin, & Comfort, 2010*





The challenges of scattered people, contact information, instructions and documents

How to minimize human errors and make sure that everyone knows what to do when every second matters?

Every second prolonging an alert in emergencies or incidents can mean loss of lives or at least substantial costs due to not being able to run critical operations normally.

Nuclear plant emergency 2020

12:57 Secapp alert – received by the whole Nuclear and Radiation Authority (STUK) personnel. A few minutes later activities planned and agreed.

Malfunction triggers emergency shutdown at Finnish reactor

11 December 2020



An automatic shutdown yesterday of unit 2 at the Olkiluoto nuclear power plant in Finland was caused by a fault in the purification system for the reactor cooling water, which led to a temporary increase in radiation levels in the circuit, Finnish utility Teollisuuden Voima (TVO) said. The emergency standby resulting from the incident has now ended and repair work is under way to bring the unit back online.



Units 1 and 2 of the Olkiluoto plant (Image: TVO)

News article source:

<https://www.world-nuclear-news.org/Articles/Malfunction-triggers-emergency-shutdown-at-Finnish>

Reach people through multiple channels while by-passing silence settings

Two-way alerting and mass communication, works in every situation, with any common device

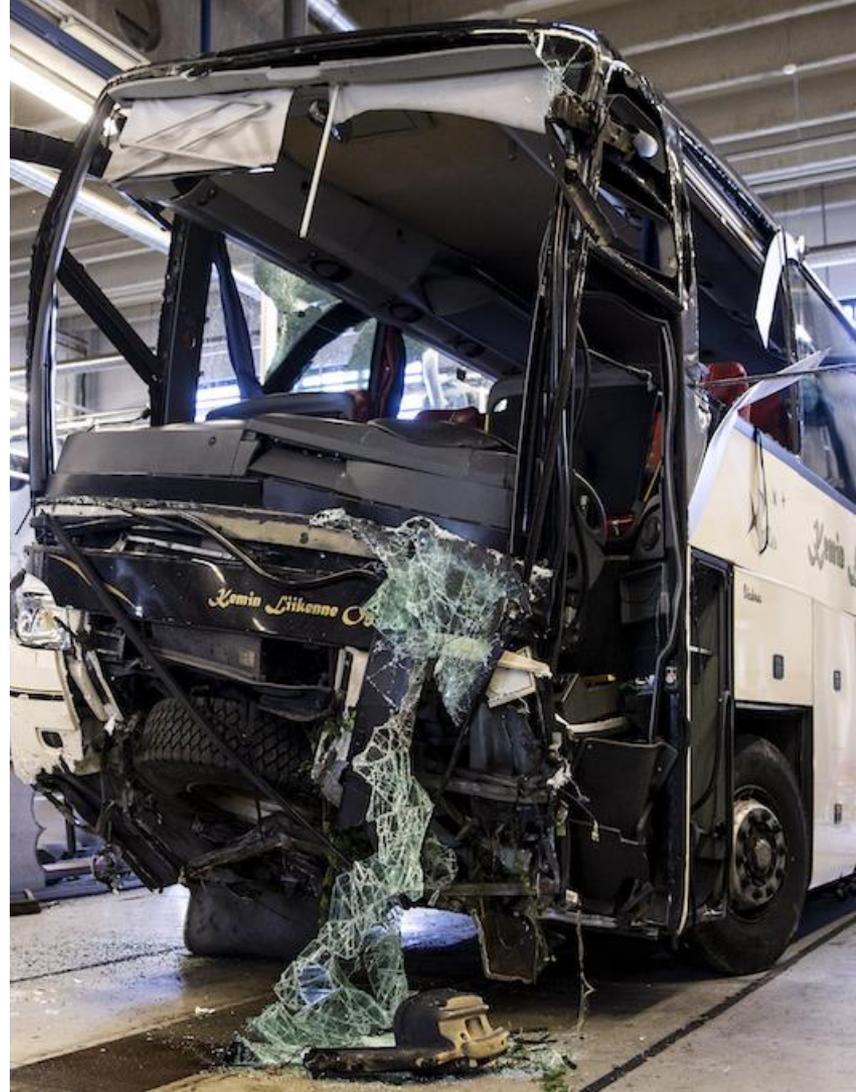


Large scale accidents

“We used Secapp e.g. in both the big bus accident in 2018 and school attack in 2019 which happened here in Kuopio. There was a **need for immediate communication** and for keeping each unit up to date on the situation, such as pre-hospital care, emergency services and surgical units.

In the school attack especially police and social services were under a lot of pressure. In situations like these, there is also the **risk that patients are left without immediate care due to inadequate communication.** With Secapp we were able to handle both situations very well.”

Jouni Kurola, Director of Acute Services and Chief Physician



According to FINNAKI study done in 2020, the average cost to treat emergency care patient was 44 517 € / patient.

“Before Secapp the alerting took 5-10 minutes. With Secapp it’s done in 30-60 seconds. This contributes directly to the survival rate as well as to need of aftercare”

Joni Alanko, Project Manager, Seinäjoki Central Hospital
(Hospital District Of South Ostrobothnia, Finland)

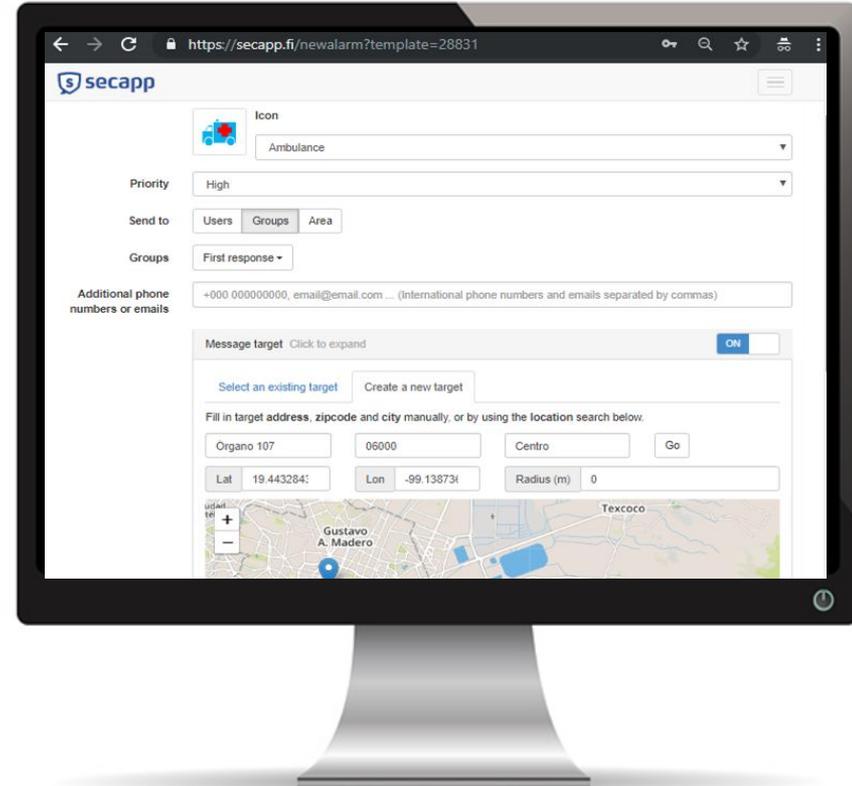


Electricity failures and planned outages

For example, just the loss of power for the refrigeration equipment in the commercial kitchen can cause a cost of several thousand euros, while an unplanned outage of the production plant can mean the same costs per minute.

Prepare beforehand

- Who to contact: Contact details
- Targeting: Skills, groups, location
- How to connect: omnichannel communications without the need for new devices
- What to do by reducing human errors: instructions to different situations from daily operations to large scale emergencies
- Reduce human work: automation
- Security

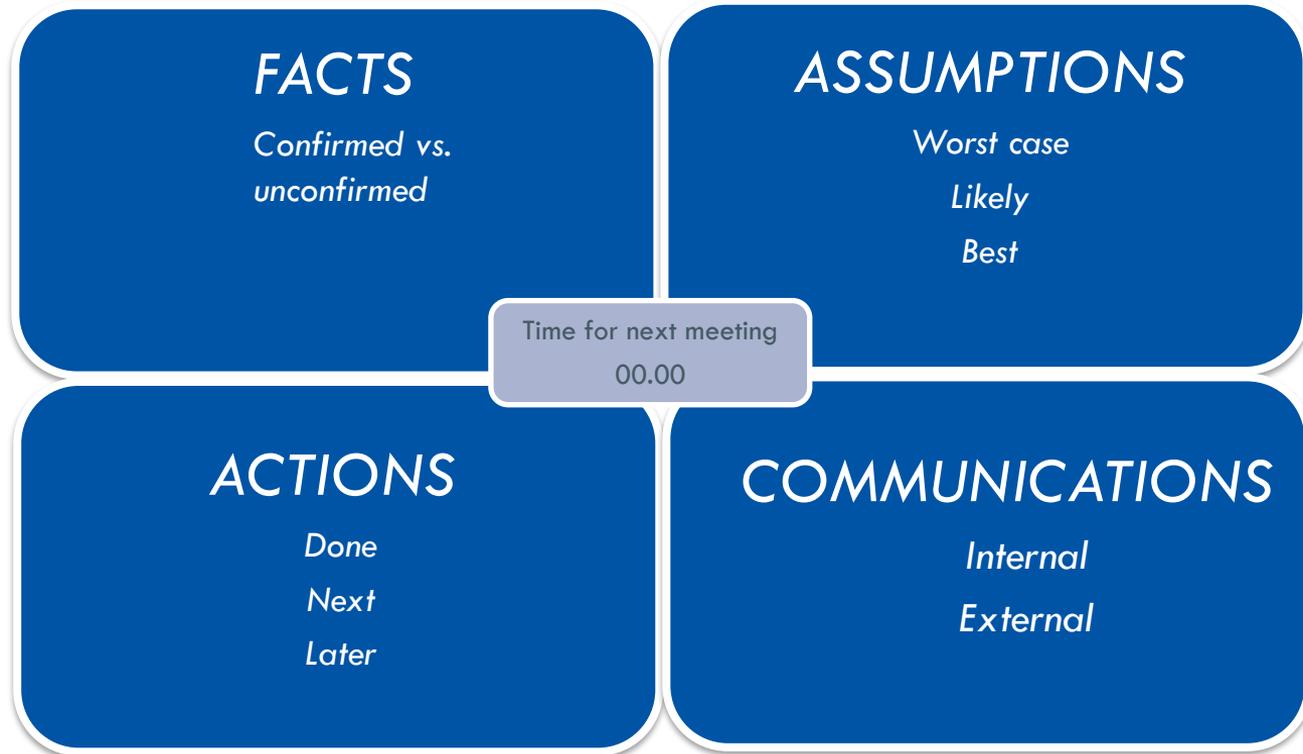


Premises and multistakeholder safety with Citycon

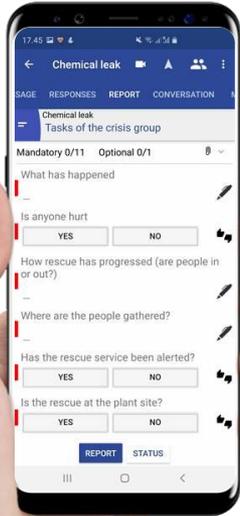
“Water damage, fire alarms, personnel threats just to name a few examples. Operating in the Nordic countries and Estonia, Citycon faces different unexpected situations daily. Communication between hundreds of tenants and their operating personnel has improved after the deployment of the critical communications and alerting SaaS platform called Secapp.”



Virtual crisis room



SECAPP DOCUMENTATION - MOBILE CHECKLISTS AND ATTACHMENTS



Mobile and web checklists

- Digitalize any form to customizable checklists that can be filled using Android and iOS mobile apps or browser
- Create checklist, e.g., for
 - Routine safety and quality inspections
 - Giving step-by-step instructions and workflows daily tasks and operations
 - Collecting critical information
- Combine reports and export to PDF or Word

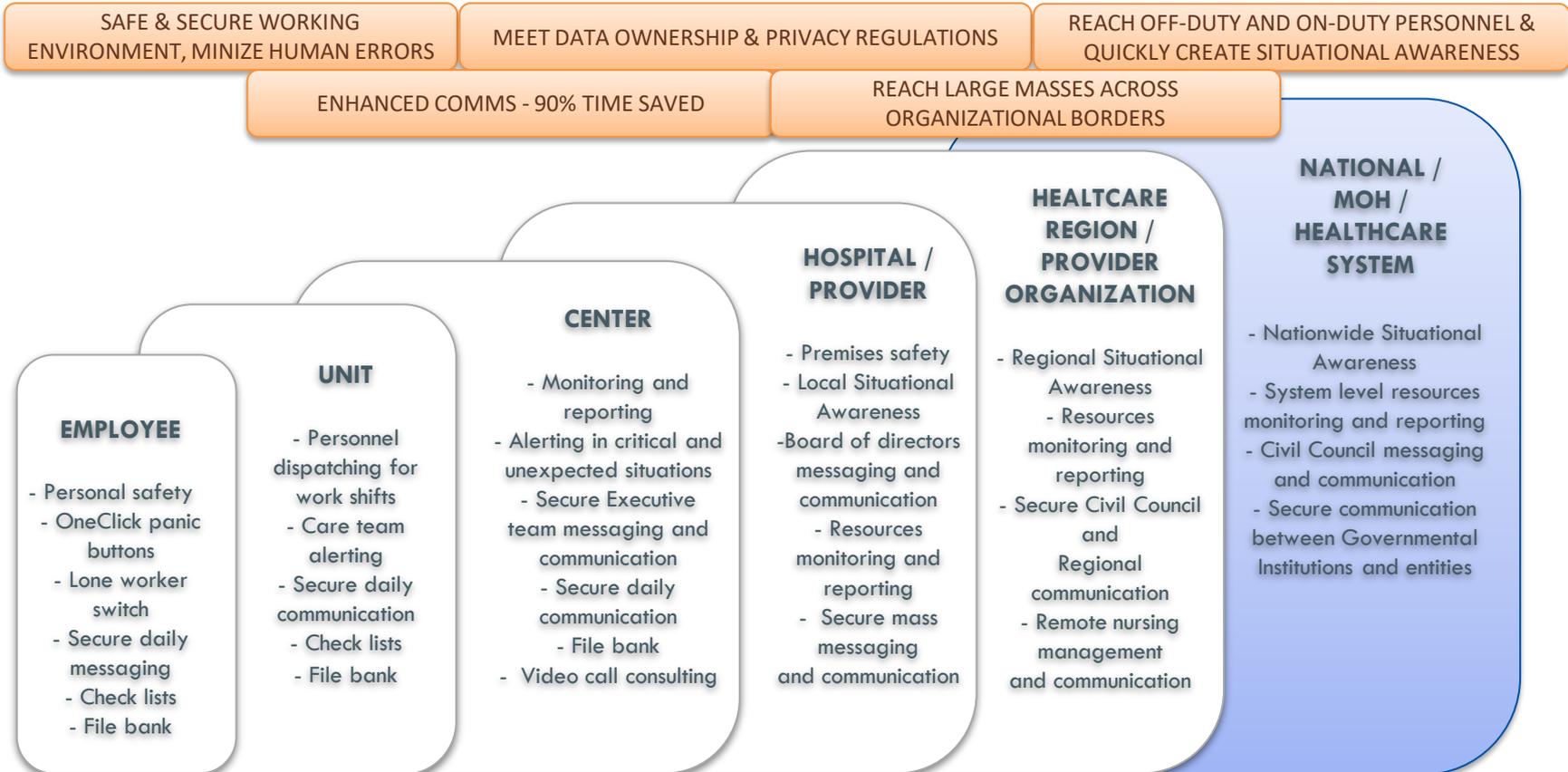
Mobile and web attachments

- Structure attachments into desired categories / folders
- Share folders to all or selected users centrally
- Users can configure whether attachments are downloaded automatically for offline use

Kalajoki Wildfire 2021

- Started in the Rauti village of Kalajoki on July 26, and lasted for a good couple of weeks
- The size of the fire area was 227 hectares
- The operation was led by the Jokilaakso Rescue Service
- Rescue also included 15 other Finnish rescue services, the Defense Forces, the Border Guard, the Aslak rescue helicopter and private operators in the area.
- Up to 250 people per day worked on the extinguishing tasks
- All in all, around 1,500 people took part in extinguishing tasks during the operation

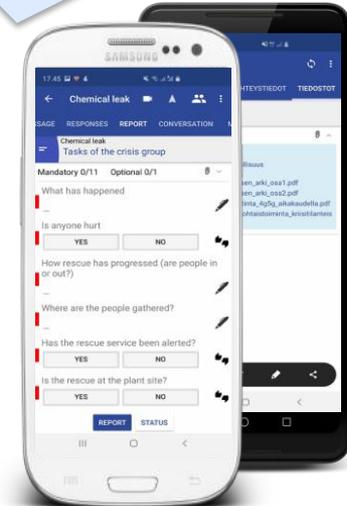
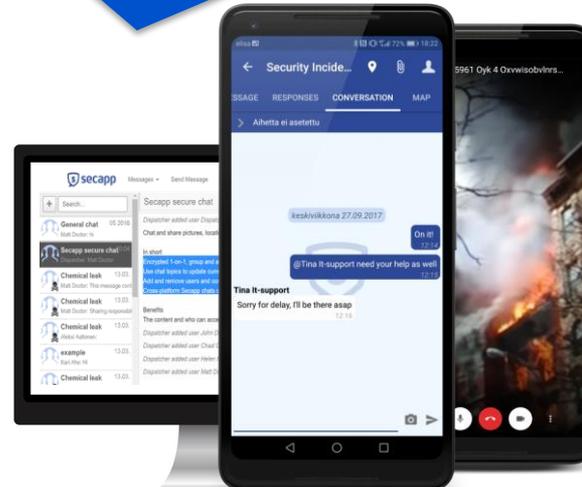
Value generation in multiple organizational levels, a health care example



Captures attention and demands instant response. Bypasses mute settings and works with any common and TETRA devices.

Reliable and fast two-way communication with chat and video makes daily communications and situational management easier.

Streamlines collecting, sharing and transparency of data – even offline.




PREPARE AND ALERT



COMMUNICATE



DOCUMENT



PREPAREDNESS

Stay prepared: Create your organization specific alert templates, manage contact details, skills, groups, status, location



ALERTING

Bypass mute settings and demand instant response. When dispatching staff, target alerts based on needed skills, location or status.



PERSONNEL PAGING

Page temps, freelancers and off-duty personnel to work when needed. Various targeting options, communication channels and automation help to minimize manual work.



MASS COMMUNICATION

Use mass messages to distribute information to various stakeholders securely and quickly across organizational boundaries.



CHAT, VOICE AND VIDEO COMMUNICATIONS

Replace consumer communication applications and efficiently communicate with stakeholders using secure chat, voice and video functions.



SAFETY

Ensure the safety of lone workers, travelling, business premises and VIPs.



DOCUMENT AND REPORT

Use mobile checklist and reports to collect and report critical data and findings. Share data to offline use.



SHARE RESOURCES AND FACILITATE COOPERATION

Share resources and cooperate with stakeholders. Real-time situational awareness to support decision-making.

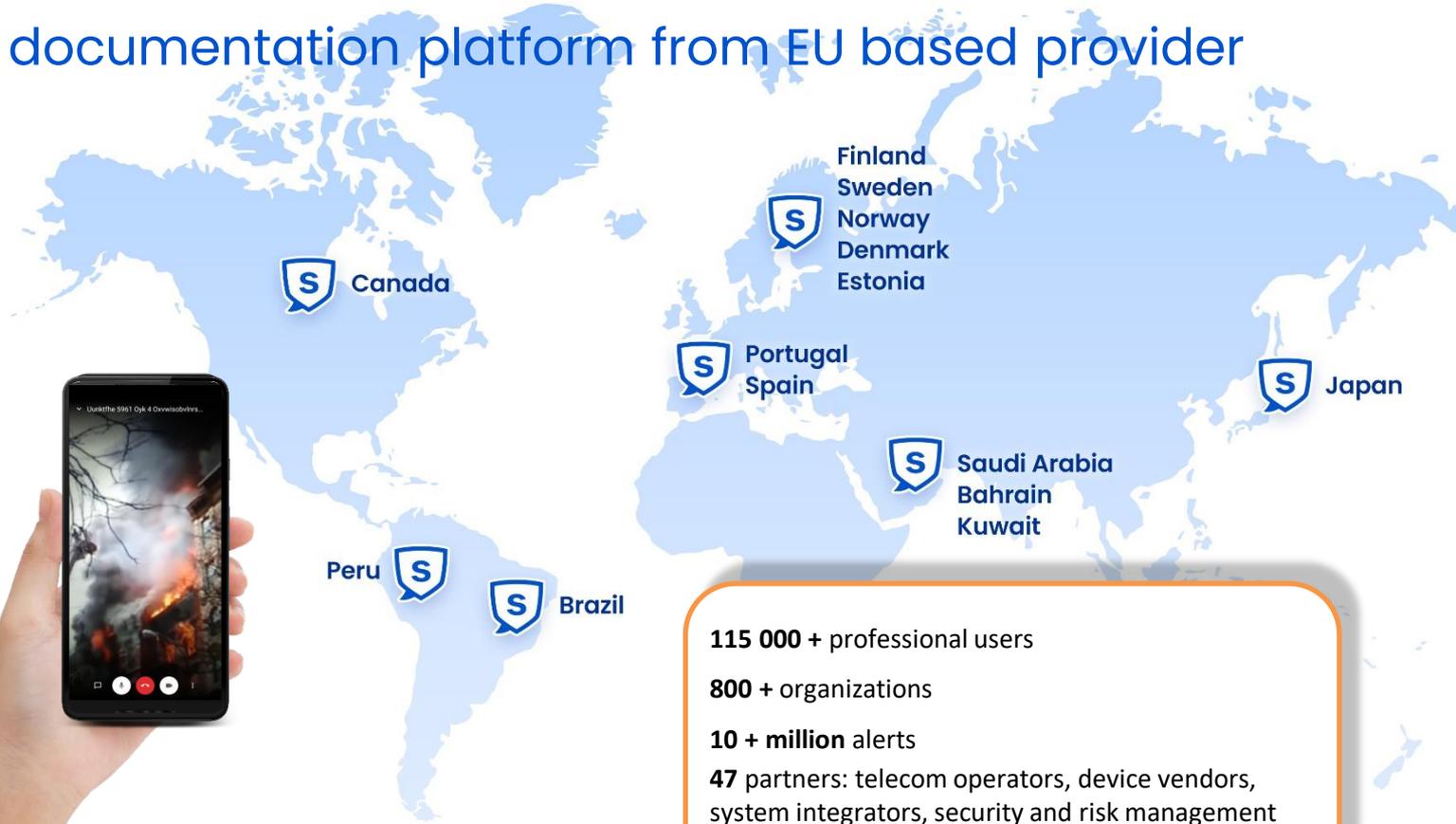


I need to manage preparedness, safety and communications with my personnel and stakeholders.

Constantly growing alerting, communications and documentation platform from EU based provider



secapp.fi



Private industry

Property owners, security, telecom, energy, chemical and manufacturing industry, oil and gas, contractors

Authorities

Hospitals and healthcare, fire & rescue, police, volunteers

Public sector

Cities, municipalities, national and government agencies, education

- 115 000 +** professional users
- 800 +** organizations
- 10 + million** alerts
- 47** partners: telecom operators, device vendors, system integrators, security and risk management companies

“We selected Secapp because it was the most functional, safest and most cost-effective solution for our needs. Our staff knows what the system is for and how it works. Secapp’s introduction went smoothly, as we were able to, for example, transfer our existing contacts directly into Secapp.

Our expectations for the Secapp system have been fully met.”

*- Antero Kuusi, Senior Inspector of Emergency Preparedness Services,
The Radiation and Nuclear Safety Authority (STUK), Finland*



Thank you!
Every second matters

A thick, orange, curved line that spans across the width of the text above it, acting as a decorative underline.

Kari Aho,
CEO, co-founder
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