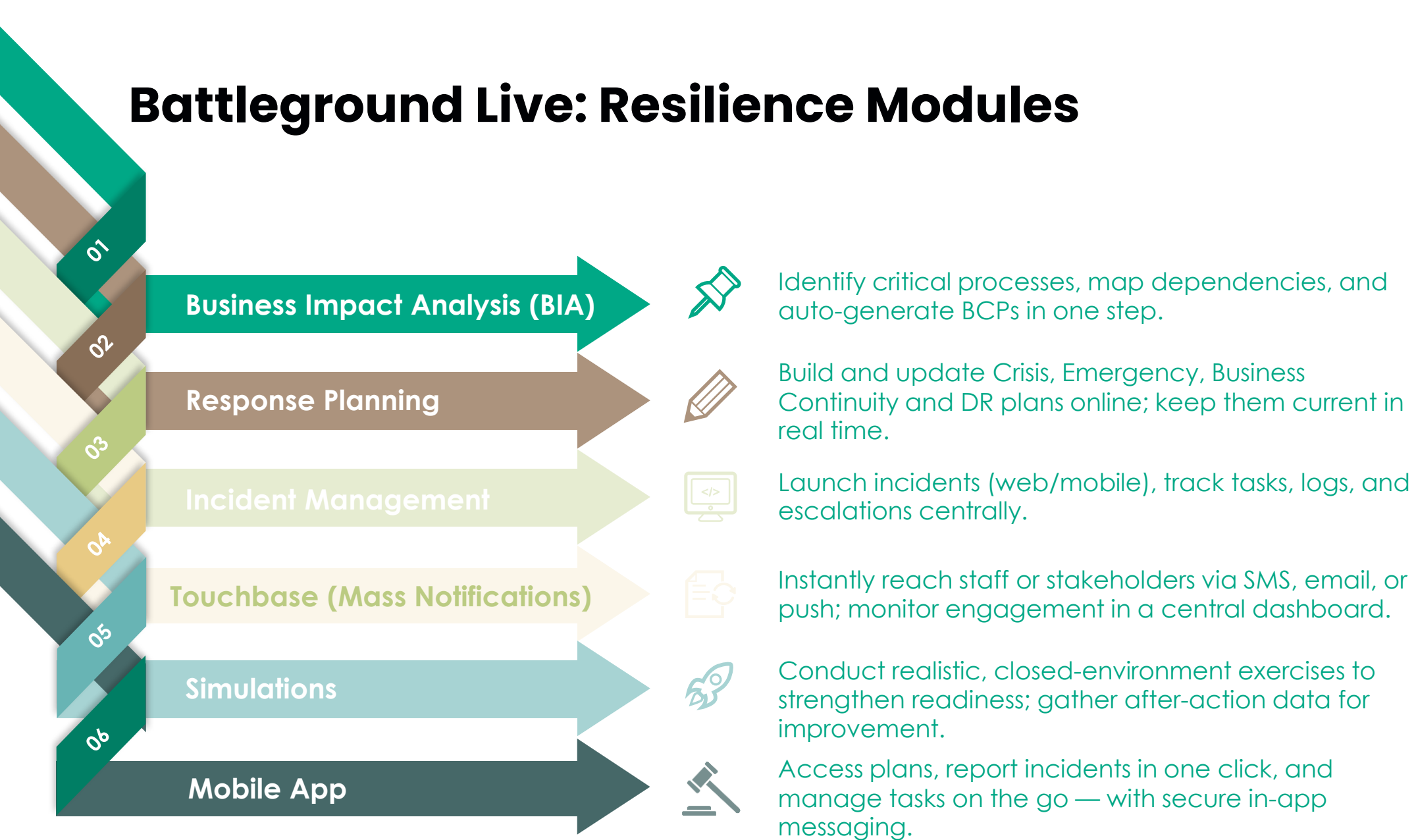




Incident Management
Battlegroundgroup.com



Battleground Live: Resilience Modules



Manage your plans, incidents, people and processes through mobile and web crisis and incident management



Activation & Escalation
– Easily activate your plans and teams including role escalation.



Roles and responsibilities – View and interact with checklists that help you know your role, tasks and actions.



Automated log keeping – every action taken is automatically logged and this running log can be viewed by anyone at any time



Mobile control centre – with a user-friendly interface that tracks actions, assigns tasks and manages incidents.



Communicate – with built in chat messaging, audio and video conferencing.



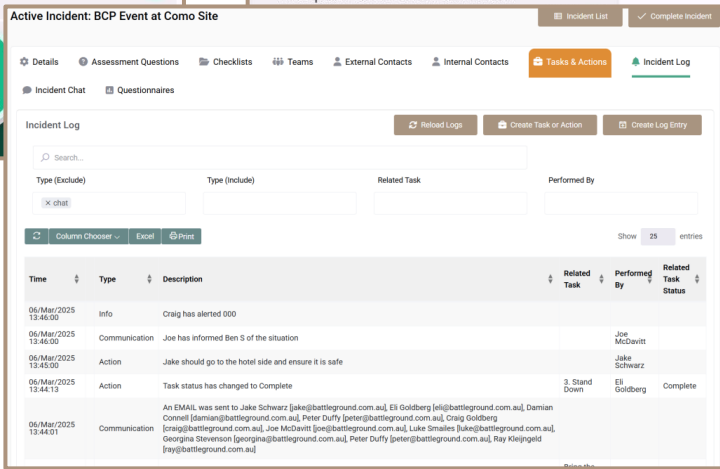
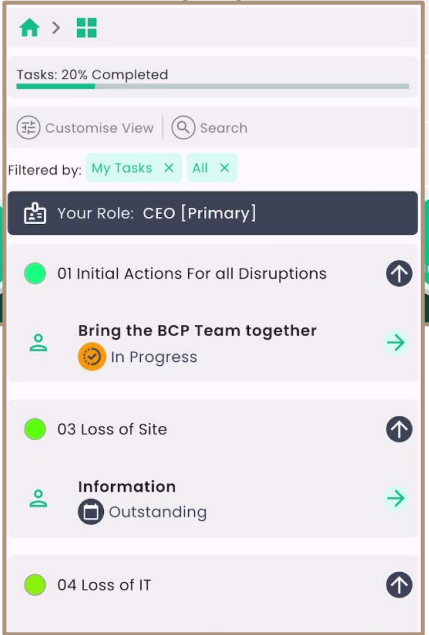
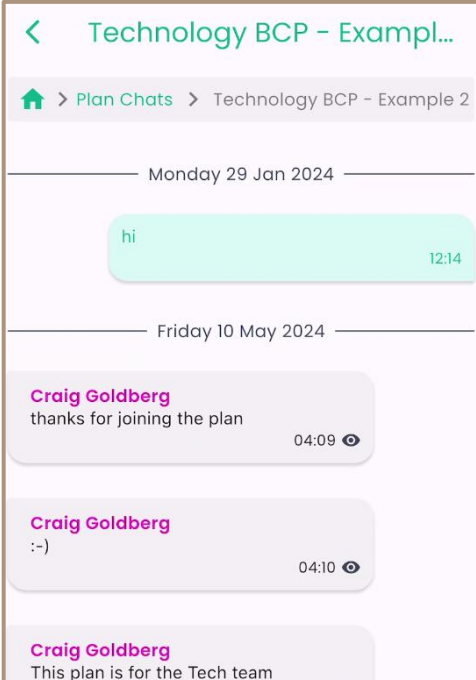
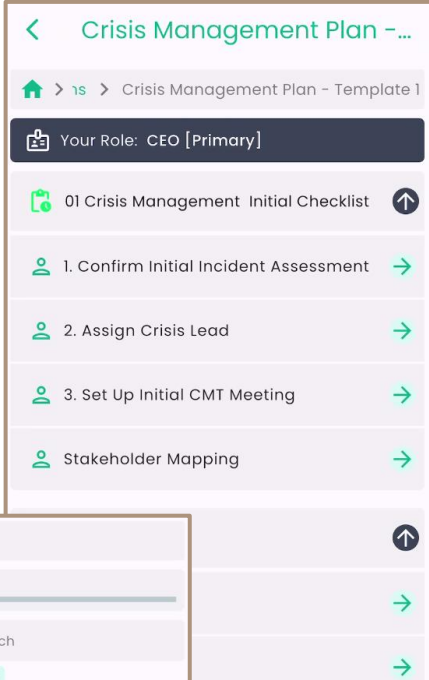
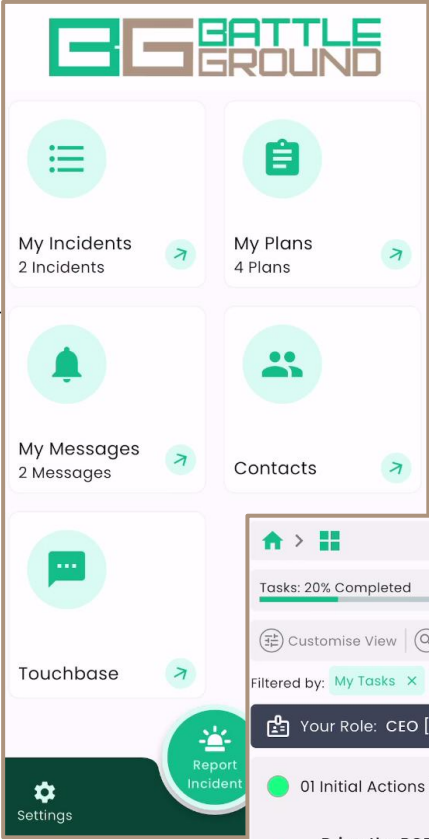
Understand your business – through an online guided business impact analysis, integrated in real time with your plans.



Reach your team – two-way SMS, email and push messaging to reach your people anytime.



Reporting – in real-time of your BIA information with online Pivot Tables and Charts



Response and Recovery Plans at your fingertips



Checklist Based Planning

View and interact with checklists that help you know your role and the role of others. With the ability to access from anywhere via the mobile or web application

Action Orientated

The app is the next crucial step in your business resilience lifecycle, taking your response plans and allowing you to manage them in real life, in real time.

Personalised to Roles and Department

Checklists and details assigned to users will show on individual mobile apps based on the user's roles.



BIAs



Plans



Incidents



Simulations



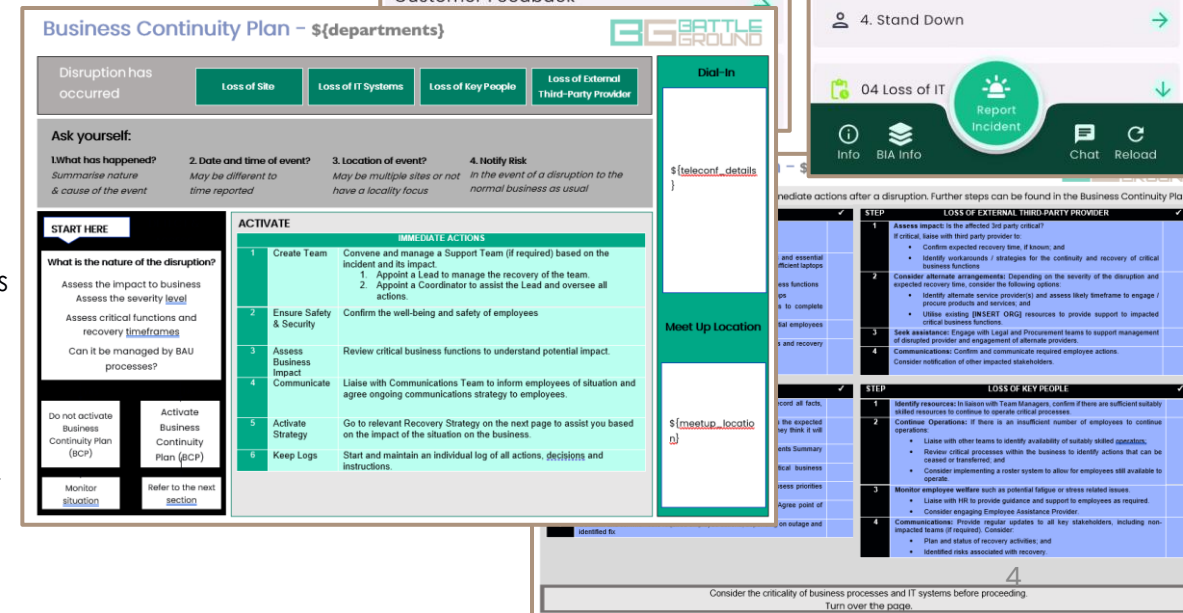
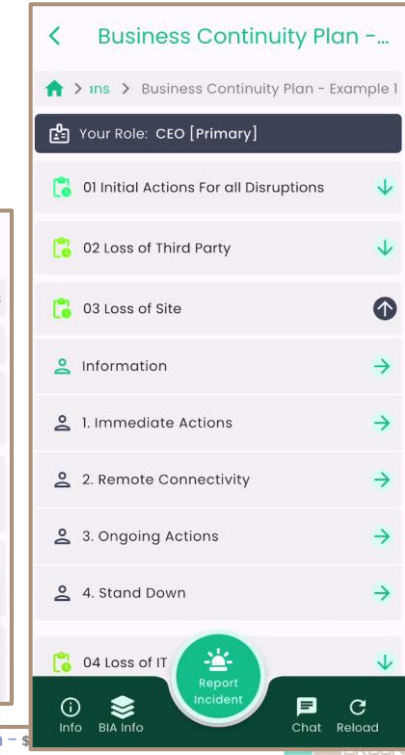
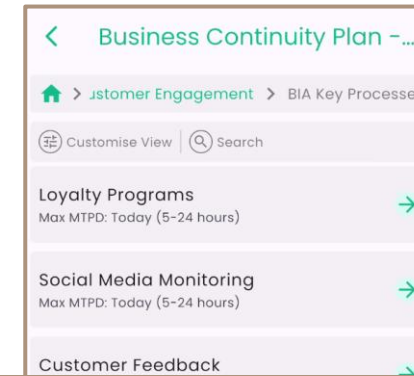
Touchbase

Centrally managed and up to date mobile

A user-friendly interface that tracks actions, assigns tasks and manages incidents.

Manage teams and activation escalations

Easily activate your plans and teams, escalating messages to gather the right people at the right time. Know who to call and what questions to ask with guided incident assessment and escalation.



Efficiently manage any incident on the go



Trigger incidents from mobile or the web

Ability to report an incident from the web or mobile app.

Bring plans to life during an incident

Link plans to an incident and assign a team to complete the plan tasks.

Escalate activation messaging

Automatically SMS your teams of the incident with the ability to escalate the activation until all roles are accepted.

Centrally monitor progress of tasks

All checklist progress can be centrally managed via the Battleground platform.

Logs that meet compliance reporting standards

Supporting you with keeping track of logs that can be reported on



BIAs



Plans



Incidents



Simulations



Touchbase

Active Incident: BCP Event at Como Site

Incident List Complete Incident

Details Assessment Questions Checklists Teams External Contacts Internal Contacts Tasks & Actions Incident Log

Incident Chat Questionnaires

Incident Log

Search...

Type (Exclude) Type (Include) Related Task Performed By

chat

Column Chooser Excel Print

Time	Type	Description
06/Mar/2025 13:46:00	Info	Craig has alerted 000
06/Mar/2025 13:46:00	Communication	Joe has informed Ben S of the situation
06/Mar/2025 13:45:00	Action	Jake should go to the hotel side and ensure it is safe
06/Mar/2025 13:44:13	Action	Task status has changed to Complete
06/Mar/2025 13:44:01	Communication	An EMAIL was sent to Jake Schwarz [jake@battleground.com.au], Eli Connell [damian@battleground.com.au], Peter Duffy [peter@battleground.com.au], Joe McDavitt [joe@battleground.com.au], Georgina Stevenson [georgina@battleground.com.au], Peter Duffy [peter@battleground.com.au]

Predefined Message Subject

Flood Alert

Predefined Message

There has been a flood alert. Please follow instructions



Tasks: 20% Completed

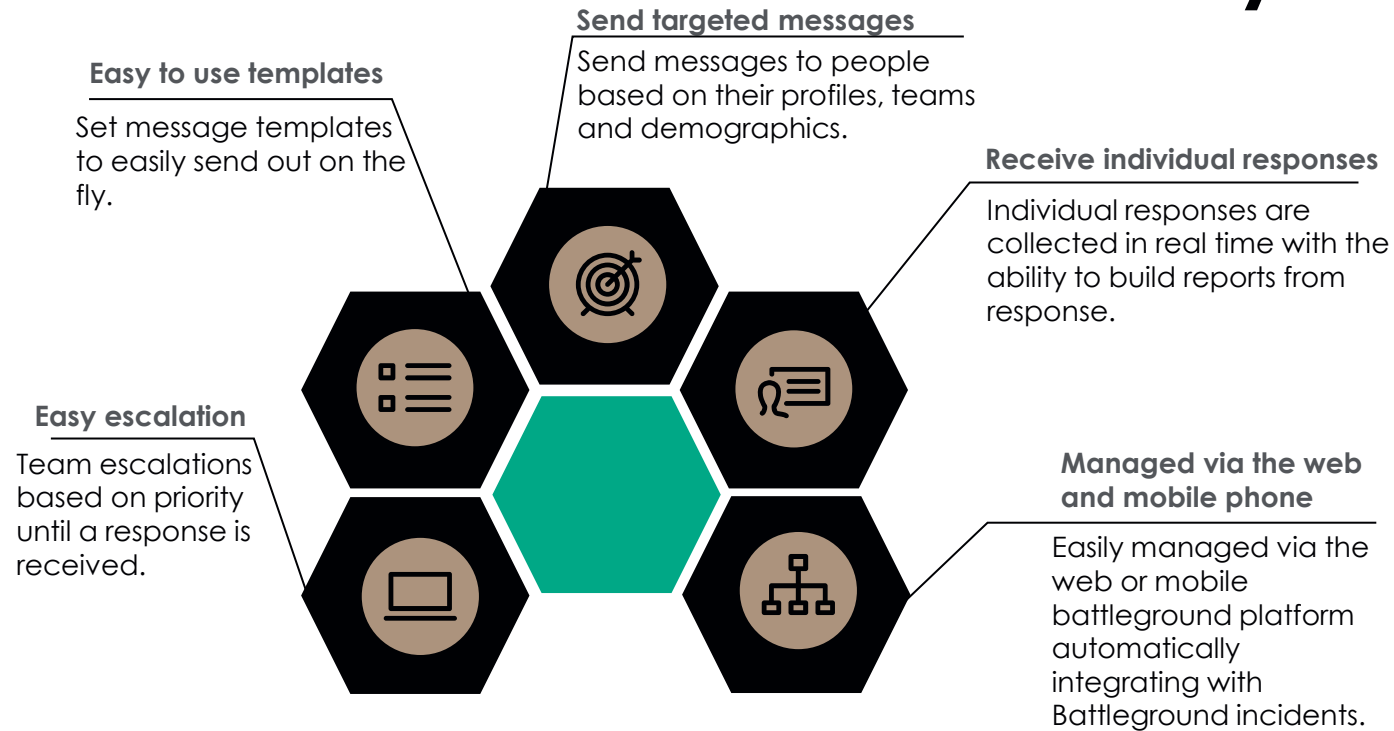
Customise View Search

Filtered by: My Tasks x All x

Your Role: CEO [Primary]

- 01 Initial Actions For all Disruptions
- Bring the BCP Team together In Progress
- 03 Loss of Site
- Information Outstanding
- 04 Loss of IT

Touchbase – our mass communication module, enabling two-way Email, SMS and Push communications within your organisation



BIAs



Plans



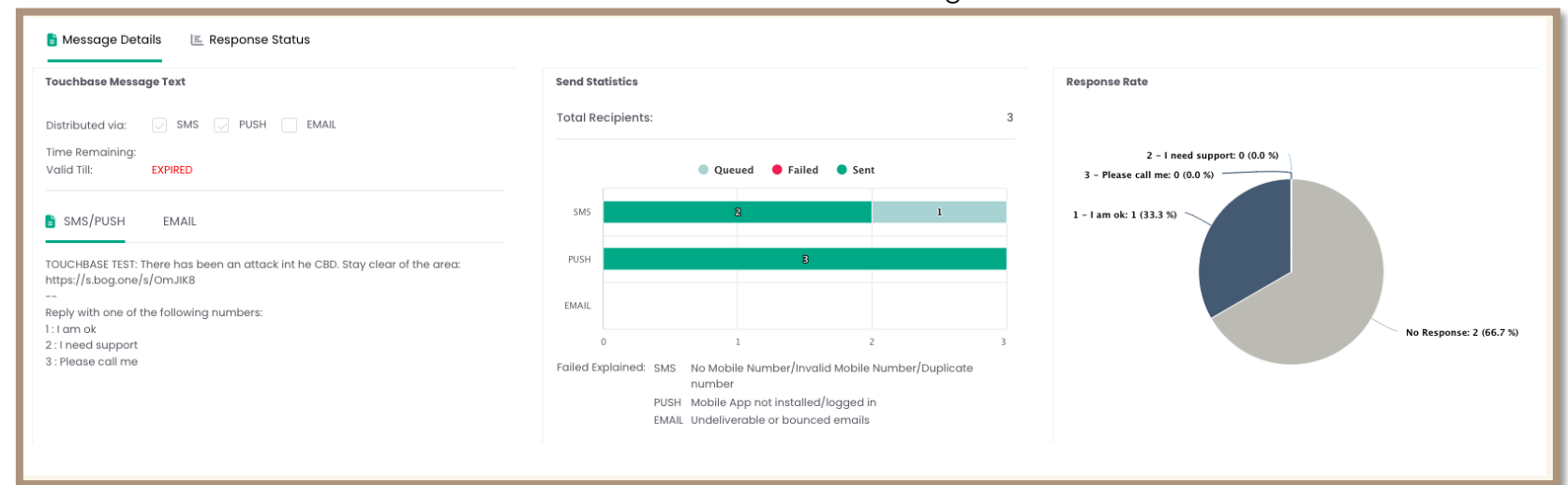
Incidents



Simulations



Touchbase



Case Studies / Success Stories



Battleground is trusted by dozens of organisations to support their resilience needs. Our software is used by some of the largest companies to support them to plan for and respond to disruption.

Selected clients include:

**WOODS
BAGOT**



Transurban

AustralianSuper



**Knight
Frank**

Peoplecare
health insurance



Background:

A large global multi-brand retailer—spanning hardware, department stores, and digital services—faced varied risks but relied on fragmented email chains and phone trees for incident management. This disjointed setup slowed responses and limited oversight.

Key Challenges:

- Slow incident reporting across multiple business units
- Inefficient coordination due to scattered communications
- Limited visibility for corporate leaders needing consistent data

The Solution:

A unified platform through Battleground Live, consolidating crisis plans, incident logging, two-way notifications, and quick questionnaires into a single dashboard.

Automated alerts, pre-configured messages, and real-time oversight replaced ad hoc methods and improved accountability.

Outcome:

By adopting Battleground Live, the conglomerate reduced incident response times, streamlined communication, and strengthened resilience across diverse brands—ultimately safeguarding both customer operations and corporate reputation.

A secure SaaS web and mobile solution



Cloud Based

2 Zones within AWS
Highly Available Infrastructure – 99.99%



Mobile and Web Application

Mobile – iOS and Android
Web – any modern web-browser



SMS and conference calling

Twilio web telecommunications provider
Dedicated phone numbers for you – so you know
with confidence a call or message is from
Battleground



Managed and monitored 24*7 for uptime
and incidents

Global development and ongoing support and
maintenance



Login

Single Sign-on - Out of box for Azure and ADFS
User provisioning – out of the box with SCIM User
Provisioning
2FA enforced for all users



Ray Kleijngeld, Chief Technology Officer

Ray brings 30 years of IT industry expertise
to Battleground's clients.

Ray is Responsible for leading
Battleground's technology team, and the
technical engagements with clients.

