handplan®
The Portable Emergency Management System

What is HandPlan®?

HandPlan is a powerful, user-friendly, portable emergency management system designed to capture the important elements of an organization's preparedness, response and recovery plans and make them available on a handheld device.

What is HandPlan Hi Rise: NYC?

HandPlan Hi-Rise: NYC is a member of the HandPlan Family of products and has been specifically tailored to meet the needs of the NYC commercial high rise community. HandPlan Hi-Rise: NYC is the only product that contains the operational elements of FDNY's Comprehensive Fire Safety & Evacuation and Emergency Action Plan, uses FDNY terminology and generates FDNY-required reports and forms.

What makes HandPlan unique?

Powerful software, an intuitive user interface, multiple-user synching, user-controlled content and dedicated product support. HandPlan is a relational database that stores YOUR plans/information, not generic checklists designed by generalists. HandPlan is made for preparedness practitioners by preparedness practitioners. No other portable emergency management system combines all of these features:

- **Designed specifically for organizational staffs.** Who are truly the "first" responders during an incident? Why, an organization's response teams. HandPlan, while designed to be compliant with many local jurisdictional codes and regulations, is designed for organizational preparedness, response and recovery teams and plans
- **Entirely user-controlled content.** It's your information; you should be able to change it! HandPlan does not require a third party vendor to make modifications. (Of course, if you would like us to maintain your data for you, we can do that too!)
- **All hazards – all the time**©. HandPlan stores information on the mobile device itself; critical information is available even when communications are down (Note: this capability only provided with licensed version; the trial version does not provide this capability)
- **A management tool.** Users can have permissions to access a single building or multiple buildings from within the same login, depending on his or her position
- **Managed synchronization**. Download some or all of the data for device storage. Access the rest when connected
- **A robust backend.** Supported by best-in-class software developers and a redundant, secure and reliable data center

Who should use HandPlan?

HandPlan has been designed specifically for organizational staffs, to move those gigantic three-ringed binders full of plans to a useful, mobile and easily updatable format. (For example, HandPlan Hi-Rise is designed to be used by high rise real estate professionals; corporate officials, building management; and fire/life safety, engineering and security staff). Individuals involved with their organization's emergency preparedness, response and recovery are those who will come to rely on HandPlan as their "go to" tool.

How does HandPlan work?

Emergency information is entered via the HandPlan Console. Information is synchronized with authorized individual mobile devices; one change and everyone has the most current information! HandPlan maintains information integrity; that is, only authorized users can change information. Most users will view and use the information via a mobile device. During an emergency, HandPlan provides current, accurate and reliable information.

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What is the HandPlan Console?

The HandPlan Console is a secure, web-based user interface that allows users to add, edit or delete information. Additionally, it allows users to store and print diagrams, documents, images and reports. The HandPlan Console is best accessed from a desktop or laptop PC, although it can be accessed via a tablet or mobile device to make changes while "on the go."

How do I access HandPlan from my mobile device?

iOS users can download the HandPlan application from the iTunes Store. All other mobile devices can access HandPlan via their web browser at m.handplan.com. (But don't worry; the Google Play Store App is coming soon! We just want it to be absolutely perfect).

Can I manage more than one building and/or facility?

Of course! That's just one of the many advantages of HandPlan; it is a management tool which allows managers responsible for more than one building or facility to have access to all properties under their control.

Why is HandPlan's checklist function so unique?

Most organizations that are really, truly serious about preparedness and the welfare of their colleagues don't use generic checklists (e.g. those provided by vendors for fire, bomb threat, etc.); they tailor their preparedness, response and recovery checklists to meet their specific needs. Since every building and facility has its own unique "personality," preparedness, response and recovery checklists must vary.

HandPlan allows individual buildings and facilities to create and edit checklists tailored for their individual properties. For example, the engineer procedures for shutting down an HVAC system in one building are different from those procedures in another building. An IT department's disaster recovery checklist for restoring one building's telecommunications is different from another building's checklist. If procedures or equipment change in a building, the checklists can be easily modified by the building staff and synchronized with all HandPlan users.

In addition to building-level checklists, the corporate level can develop standard "global" checklists for use throughout the entire company. An example of developing standard "global" checklists is announcements; senior-level management needs the confidence that, if a particular incident occurs in one of its properties, each property will use the same announcement format. Not only are these "global" checklists developed at the corporate level, they can only be changed by authorized corporate-level users; individual properties will be able to view and implement them, but not be able to change them.

Does HandPlan depend on wireless connectivity?

Only during synchronization. Experience has shown time and again that systems which depend on wireless communications, especially during the response phase of an emergency, have varying degrees of reliability (as in, they don't work because of bandwidth issues or equipment failure). HandPlan is designed to "minimize technology" during an incident to ensure maximum reliability. While HandPlan has the capability to update information in near-real-time, conditions permitting, information in HandPlan will be available when communications systems are down or the user is located in a "dead spot." (Please note that this standalone capability is only available in the purchased, licensed version of HandPlan. Potential customers who are using the trial version of HandPlan will not have this capability and must have connectivity for HandPlan to function properly).

How can I access my information?
HandPlan is user-controlled information. You can enter, edit and access your information via the Desktop Console, which is user-friendly and intuitive. From the Desktop Console, you can print reports; build checklists; store diagrams, drawings and pictures; maintain building information; and maintain contact information. Information can be accessed via mobile devices using the HandPlan app or via the device's browser, using their user name and password.

How much data can be stored?
The amount of data stored for your use is only limited only by the mobile device you are using. We recommend that any files you upload, including drawings, documents, diagrams and pictures, are small file sizes for ease of use on all devices. (We'll teach you how to do this during our initial user-training session).

Where is my data stored?
HandPlan is Software as a Service (SaaS); data is hosted by a secure, redundant and reliable dedicated hosting company, located in the United States.

Is my data secure?
Yes, absolutely! HandPlan has the same encryption found in on-line banking and sales applications.

Is my data backed up?
Yes, absolutely! Data is backed up and carries the "HandPlan Guarantee;" if your data is lost for any reason, our team will completely rebuild and restore your data for free.

What if an unexpected incident occurs (they do happen, you know!) and someone loses a device with HandPlan on it? Or someone is no longer with our company?
We highly recommend, even without HandPlan, all mobile device users password-protect their device. But, in the event a device with HandPlan on it is lost, stolen or the user is no longer with the company,
HandPlan can be disabled and all data on the device remotely wiped.

Whom can I contact for support?
You can e-mail support@handplan.com.

How can I purchase HandPlan?
HandPlan is a licensed product. Contact us and ask us about our very competitive set-up and licensing fees. We are confident that you will find HandPlan to be intuitive and easy to use virtually immediately!