



## EMERGENCY RESPONSE UNIT OF THE RED CROSS

### *How to mobilise emergency units in a record time with AlarmTILT Emergency*

"In case of a humanitarian crisis, ERU volunteers have to be operational 12 to 24 hours after the original emergency call out, for a period of 3 to 4 weeks. AlarmTILT Emergency allows us to check availability of our teams at all times, 24 hours a day, 365 days per year."

**Marc Crochet**  
Operations Director

#### Company Overview



Emergency Response Units (ERUs) are one of the International Federation's disaster response tools. They are composed of trained and skilled personnel and modules of equipment that can be deployed in a situation that requires a rapid response. They are used in emergency situations to fill a gap until the function is no longer required or until the Federation delegation and/or the National Society can take over. The units are fully self-sufficient for one month and can be deployed for up to four months.

The Emergency Response Unit Benelux Relief team of the Red Cross is composed of Belgian, Dutch and Luxembourg volunteers especially trained and experts in the management and the distribution of humanitarian aid on a large scale.

#### The Challenge



In case of a humanitarian disaster, response must be swift. Human and material resources have to be mobilised in a record time. The team coordinator needs to ensure, that his team, composed of volunteers, will be able to leave home and jobs for a longer period of time. Therefore it is not only enough to dispatch alerts to each ERU member, but the confirmation of their availability for the mission is vital.

#### The Solution



AlarmTILT Emergency quickly notifies the ERU members by email, SMS text and/or voice messages to their phones or laptops. Regardless of the media chosen, each volunteer can confirm availability by replying directly to the call/message. Answers are displayed in real time, the coordinator of the emergency call knows within minutes, if he will have enough volunteers (usually 4 to 5 people are needed), and may bring his forces quickly.

#### Benefits



AlarmTILT Emergency works as a hosted service, the Red Cross did not have to invest in dedicated hardware. The coordinator manages the emergency scenarios via a user-friendly web interface. Alerts and notifications can be triggered from that interface, or from a mobile phone. Those receiving text messages, voice alerts and emails do not need to invest in specialised equipment. Their usual communication tools are enough to handle incoming alerts, as well as dispatching the replies. Thanks to AlarmTILT Emergency, the availability of the Benelux ERU team in case of disaster can be known in minutes.

