EMERGENCY RESPONSE MANAGEMENT (ERM) SOLUTIONS

9.4 CSAT Score
SPEED to Market
MWBE Certified
ZERO Failed Projects

Readiness Management
Facilitate timely and accurate communications through a secure portal and dashboard with access to:
- Important documents, procedures, and policies relating to facility, personnel, supply usage and demand, and communication plans.
- Real-time insights to keep a pulse on your activities.

Public & Media Communications Management
Disseminate urgent news and capture critical information by:
- Quickly sending messages via email, web, social, phone, text, etc.
- Tailoring messages to specific segments.
- Listening and understanding the sentiment of conversations social media and online.

Health Care and Recovery Plan Management
Coordinate and provide critical care; manage patients’ health with a variety of medical providers including:
- Accessing customized wellness care plans and viewing aggregate reports.
- Providing a secure enrollment forms.
- Assign tasks quickly to medical providers at different locations.
- Segment, identify and send alerts to medical teams.

Intake Response Management
Organize and respond with mission-critical information and services by:
- Automatically routes questions or complaints to the appropriate internal or external organization.
- Integrating with Call Center Technology, Web Chatbots and API 3rd Party Data.
- Accessing detailed reporting and aggregate dashboards.
- Reducing manual processes to quickly approve applications for special social services.

Remote Quarantine Health Management and Messaging
Slow the spread of viral diseases with capabilities to:
- Notify health-care to quickly contact people who have self-identified with symptoms.
- Access to an easy-to-use mobile enrollment consent form.
- Ensure data privacy and security laws, including HIPAA.
- Assign multiple secure roles for partner agencies to access the system.
- Visualize and predict the potential spread of the disease in real-time.

ABOUT MTX
MTX is a global implementation partner enabling organizations to become Fit Enterprises. We provide expertise across a range of platforms and technologies, including Google Cloud, Salesforce, artificial intelligence, data integration, analytics, and mobile technology.

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