

D4H

 Part of EcoOnline



***Uncomplicated software for
crisis management***

Crisis management software that's both powerful and uncomplicated.

Crisis management software can enable you to be prepared, act faster, and make better-informed decisions as your organization responds to an ever-increasing range and number of natural, political, technological, and climate-related hazards.

D4H leads the field by being **incredibly easy to use and highly self-customizable**, regardless of technical abilities—ensuring that your focus stays on the task at hand; not on grappling with complex technology.



Hi there, I'm Robin.

I founded D4H in 2008 based on my own experience in the Coast Guard. It all began with a simple question - "how can today's data improve tomorrow's performance?"

As our Chief Crewm4te, I lead a phenomenal crew of computer scientists, creatives, and business and product experts who deliver D4H.

We've injected global visibility into tens of thousands of operations run by our incredible customers on every continent in the world.



The easiest way to ensure crisis resilience.

- *Cloud-based software, 100% secure.*
- *Extremely easy to use.*
- *Highly customizable to your needs.*
- *No IT department required.*
- *Centralized crisis management platform.*
- *Commercial off-the-shelf software service.*
- *Same-day deploy.*
- *Track updates in real-time.*
- *Make better crisis decisions.*
- *Lessen the impacts of business incidents.*
- *Protect your brand.*
- *Streamline communications.*
- *Control access levels.*
- *Reduce incident and crisis recovery times.*

How it Works

Everything everywhere is not a good solution.
You must be coordinated.



**It's time to manage
everything in one place.**

Say goodbye to emails, documents, calls,
spreadsheets, and disjointed communications.





“

D4H helps us quickly adapt to changing scenarios and maintain compliance at all times.

Eric Bodenstein, Manager of Flight Safety, Safair Operations (Pty) Ltd.



“

D4H has made a big difference in how we manage our emergency responses.

Elaine Rust, Global HSE Systems Manager, Subsea 7



What to expect from D4H



Uncomplicated

Whether it's through clear and concise communication or the intuitive design of our software, we make every touchpoint with D4H feel effortless.



Confident

Our software is insanely great. This fuels us to make bold statements, follow through on promises, and continuously seek feedback to improve.



Considerate

Our users are experts in emergency management, not in IT. That's why D4H is powerful yet simple, ensuring it enhances, not hinders, your critical work.



“
*D4H is easy to use and provides us with an **off-the-shelf product that works.***

– James T. on G2.com

“
*D4H has to be the **easiest package I've ever worked with.***

– Lyndsey D on G2.com

“
We couldn't be happier with D4H for our operations. Despite its powerful features, the platform is incredibly easy to pick up, even for new staff who have never used an online-based incident management suite before.

—Christopher K. on G2.com

“
If you know emergency management and can use a browser, D4H is easy. There are minimal IT skills needed. ***Your agency's processes drive how you set up D4H, not the other way around*** - the tail is not wagging the dog.

—Steve G. on G2.com

“
D4H is truly outstanding software. We've had an excellent experience bringing together multiple platforms we used before.

—Steve H. on G2.com

“
D4H is a game-changer. I looked elsewhere however nothing was as robust and easy to communicate with.

—Alan C. on G2.com

“
D4H is the best tool around for incident management. ***It's highly customizable and easy to use.***

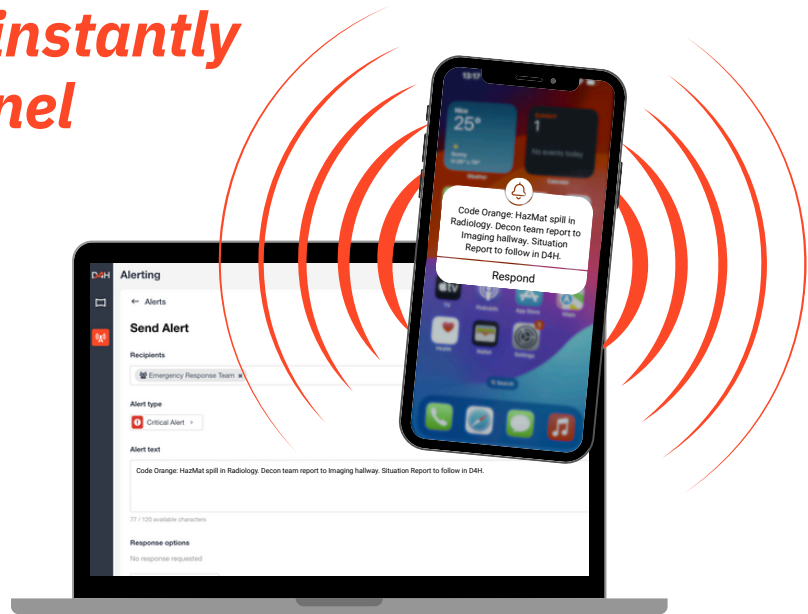
– Adam Z. on G2.com

“
D4H is such an easy and customizable program to use. ***Both the program and the support staff are amazing.***

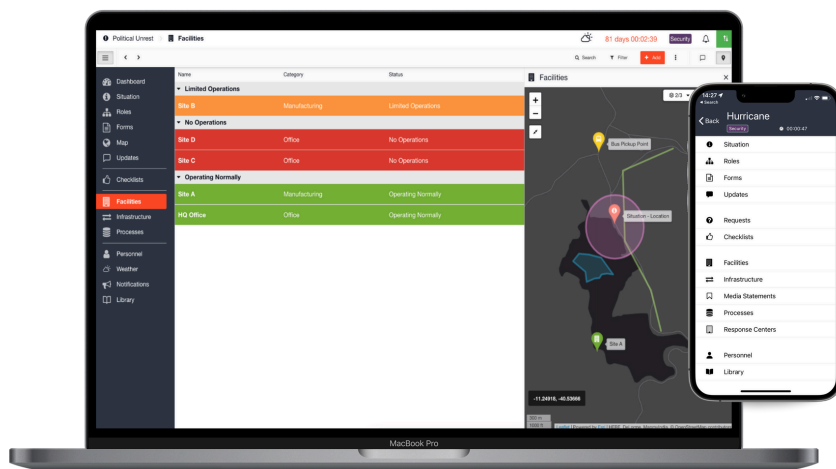
– Robyn K. on G2.com

Alert your team instantly with multi-channel notifications

- ✓ Multi-Channel Alerts (SMS, phone call, email, WhatsApp, & more)
- ✓ Custom Predefined Responses
- ✓ Delivery Audit Trail
- ✓ Targeted On-Call & Group Alerting
- ✓ Customizable Severity Levels & Templates



Achieve real-time situational awareness during emergencies



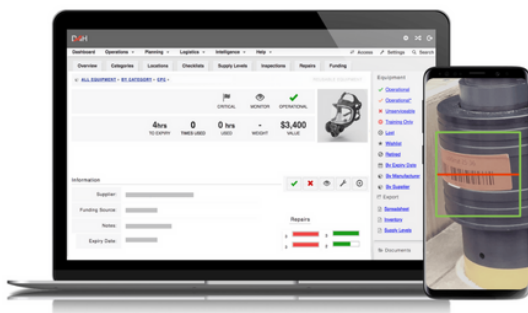
- ✓ Pre-Plans & Playbooks
 - ✓ Tasks & Checklists
- ✓ GIS Mapping & Weather Feed
- ✓ Digital Forms & Paperwork
- ✓ Communication Log & Audit Trail
- ✓ Status Boards & Incident Dashboard

Staff readiness & credential tracking

- ✓ Staff profiles with roles & contact info
- ✓ Role-based availability tracking
- ✓ Certification and training log
- ✓ Automated qualification renewal reminders
- ✓ Participation tracking (incidents & exercises)



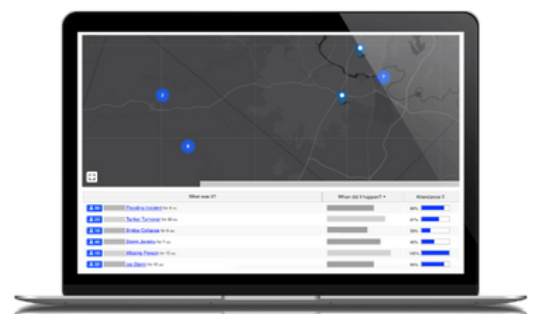
Emergency equipment & supply readiness



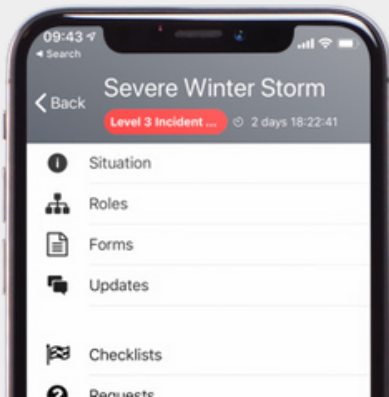
- ✓ Real-time inventory tracking
- ✓ Equipment expiry & supply alerts
- ✓ Complete maintenance & usage history
- ✓ Scheduled inspections & service records
- ✓ Equipment assignment by role or location

After-action & compliance reporting

- ✓ Central incident log (real-world & training)
- ✓ Exportable reports for internal & external review
- ✓ Built-in charts for trends and statistics
- ✓ File and media uploads for documentation
- ✓ Compliance-friendly formats



Implementation and Training Services



Same day deploy

**Full training provided.
No IT department needed.**

Access your D4H account on any internet-connected computer or smartphone without worrying about hosting servers. Your dedicated implementation specialist will join you on 1-1 video conferences to help you get started.

Guided Implementation

Your implementation specialist will spend as many hours as you need on video calls to guarantee your success. They'll work closely with you to address your unique requirements and ensure a smooth transition.

100% Customizable by You

D4H is self-service customizable by you. It's so easy that you can even do it on-the-fly, mid-incident. Build new modules, change your forms, and create rules to adapt to evolving events, emergencies, and crises.

ISO 27001 certified, your data is safe.

D4H is awarded ISO 27001:2022 for information security standards. You have your own choice of data center region with real-time threat detection continuously monitor and protect from malicious activity and unauthorized behavior.



Certificate number 22994



Frequently Asked Questions

Functionality

Can I manage member access levels with D4H?

Yes, you can assign various permission levels to each user. Permission levels vary from basic read-only to full access administrator.

Does D4H support Single Sign-On (SSO)?

Yes, SAML login is included with specific Cloud Plans.

What languages is D4H available in?

D4H Personnel & Training, D4H Equipment Management, and D4H Incident Reporting are available in English, Canadian French, Icelandic, and Danish. D4H Incident Management and D4H Alerting are in English only, however, template and data customization in this product can be done in any language of your choice.

Are there any operating system requirements?

D4H works on any device with an internet connection and modern browser.

Pricing

How is D4H billed?

We operate on a Software as a Service (SaaS) model. D4H is charged on an annual subscription basis.

How much does D4H cost?

We believe in transparent pricing. No hidden fees, no surprises. Unlike many, we proudly display our pricing upfront because we know that clarity builds trust. [Check out our pricing on D4H.com/pricing](https://D4H.com/pricing).

Security

Where is D4H hosted?

Our cloud-based software is hosted on Amazon Web Services data centers with residency options in the EU, the US, Asia Pacific and Canada.

Who owns my data?

The customer is the data owner. We process your data only in order to configure the application to your business needs. We cannot access your data during support requests unless granted by you.

Implementation & Support

What implementation services are provided?

Every subscription is required to have a Cloud Plan for implementation, support, and hosting. With this, we will include an implementation manager to tailor the project milestones and timelines in accordance with your own project goals including weekly 1-1 calls.

What level of support does D4H provide?

Our ticketed help desk is available across multiple time zones to answer your questions by email, phone, and video calls. The system is monitored 24/7 by our engineers.

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