

## ATHOC CASE STUDY—U.S. STRATEGIC COMMAND

### User Alerting System for Command & Control Operations Center



#### Customer Profile

The United States Strategic Command (USSTRATCOM) establishes and provides full-spectrum global strike, coordinated space and information operations capabilities to meet both deterrent and decisive national security objectives.

#### C2Alerts™ — Solution Benefits

- Drive effective knowledge management based on users' subscriptions to alerts on areas of interest and expertise
- Create situational awareness by proactively pushing relevant events and information to users
- Enable warfighters to focus on analyzing impact of events rather than searching for them
- Accelerate responsiveness of commanders to security threats
- Mitigate errors caused by manual monitoring of C2 event

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#### Situation

USSTRATCOM relied on a command and control (C2) web portal and several other enterprise applications to store and display mission critical data such as security conditions, threat levels and events that affect national security. Yet, no automatic mechanism was in place to track and immediately alert commanders and warfighters about event changes relevant to their roles and responsibilities. A team of personnel was required manually (by 24/7 physical presence) to monitor these applications for any changes. This human-dependent process caused delays in delivering critical threat information to commanders.

#### Objective

[Ref. USSTRATCOM User Alerts Concept of Operations document]—The objective of the user alerting system is to allow the warfighters to manage their environment by exception rather than to spend precious time searching for changes in security conditions. This notifications capability drives situational awareness and allows decision makers to effectively handle critical events, emergencies and security data updates in a timely manner, especially under conditions of crisis and high activity.

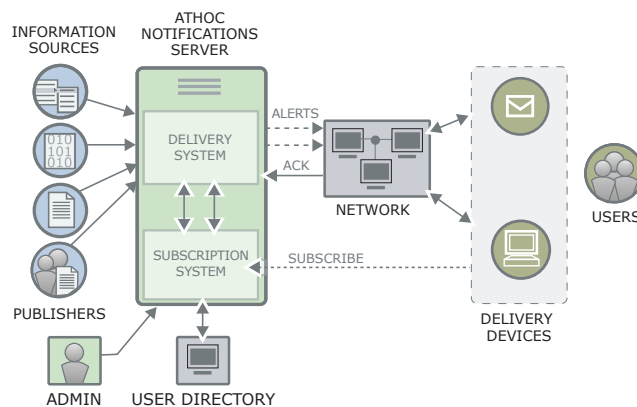
#### Solution Delivered

The AtHoc C2Alerts™ solution creates an alerting system that monitors strategic threats and conditions (i.e. missile silos opening or tornado approaching) and delivers real-time alerts targeted to warfighters and commanders based on their role, self-subscription and need-to-know. C2Alerts is deployed for 2,500 users at USSTRATCOM headquarters in Offutt AFB, Nebraska.

Specifically, C2Alerts enables USSTRATCOM to:

- Capture events from multiple information sources using agent technology
- Identify target users based on their role and self-subscription to alerts
- Deliver alerts in real-time to target users directly to desktop and web, displaying notifications based on event priority ("Must Respond" alerts, "FYI" alerts and others)
- Track alert response and escalate appropriately
- Pre-assign alert channels to specific roles
- Enable users to opt-in/opt-out of alerts based on permission and need-to-know
- Provide management tools enabling non-IT personnel to configure and update the system

AtHoc's C2Alerts solution is based on the AtHoc Enterprise Notifications Suite, a commercial-off-the-shelf (COTS) software running on a Microsoft platform.



#### Conclusion

USSTRATCOM selected AtHoc C2Alerts after a detailed six month trade study in which numerous vendors of real-time communications and alerting platforms, including providers of enterprise instant messaging, were thoroughly evaluated. USSTRATCOM's User Alert Trade Study concluded by declaring, "AtHoc ...is leader in meeting [requirement] criteria; User-rated as the most intuitive and easy to use product; Mature company and product; Least amount of modifications and scheduled time to field".