

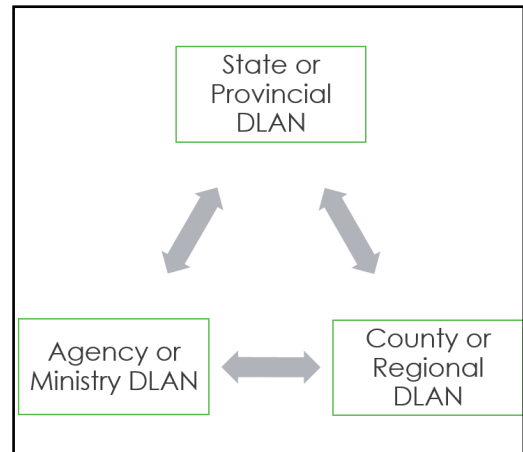


# DisasterLAN

## DisasterLAN Version 10.3 Improves Regional Communications During an Emergency

BUFFALO — October 20, 2016 — Buffalo Computer Graphics (BCG), Inc., has recently unveiled a new Ticket Synchronization feature in the most recent version of their DisasterLAN (DLAN) Incident Management System. This feature, now available in DLAN version 10.3, streamlines the communication process between incident management systems across a region allowing emergency managers to better coordinate response and recovery efforts.

Most incident management solutions require emergency managers to use both their local incident management system and the state systems in order to meet the needs of situational awareness and mutual aid. This means that a county cannot see their state’s response to a request they made without logging into a different system. Ticket Synchronization eliminates this problem by allowing a ticket to be sent from one DLAN system to another, and then be automatically updated as changes are made by any system that is aware of that ticket. This means that informational bulletins, resource requests, donations, damage assessments, field reports, missions, and other types of tasks can now be easily shared with another DLAN system and be kept up-to-date as other groups of people are engaged in that task’s response.



Similar to how email and instant messaging works, authorized users can leverage this feature by forwarding a ticket to another system and receiving responses as they come back from connected parties. The communications are instant, secure, and allow users to quickly see the status of tickets they have shared with other systems. When combined with other types of interoperable communication in DLAN, such as IPAWS and MASAS, Ticket Synchronization allows DLAN to bring users a new, powerful approach to regional communications, especially in regions where multiple DLAN solutions are in use.

Ticket Synchronization Settings			
Take the following actions when a Sync message is received for this site			
Ticket Section	Do nothing	Note in Log	Copy to Ticket and Note in Log
Subject	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Type & Kind	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Status	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Priority	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Attachments	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Contacts	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Dates	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Forms	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Incidents	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Routings	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Specifics	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>

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In addition to Ticket Synchronization, DLAN 10.3 also improves upon a number of areas including security, mapping, and performance. It also sets the stage for a number of major announcements BCG will be making with regards to mobility, field staff, and operation in remote areas where communications are impacted. These announcements are expected to be made in the coming weeks.

### About DisasterLAN:

DisasterLAN is a web-based incident management system designed for use in emergency operations centers to manage both planned events and disasters using ICS and NIMS standards.

### About Buffalo Computer Graphics:

BCG is a global provider of Incident Management Software, Mass Notification Systems, Maritime Training Solutions, and Custom Hardware & Software Engineering.

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