



CITADELTEAM

Crisis Communication



Use Case



ERCOM

Cyber Solutions by Thales

Communication in crisis situations with Citadel Team

In the event of a cyberattack, the information system may be severely disrupted, or even completely paralysed, making the usual communication channels unavailable. Nevertheless, coordinating the Executive Management team, IT teams, business units, legal teams and communications remains essential to manage the crisis effectively. The key challenge is to ensure the continuity of both internal and external communications through a secure messaging solution that is independent of the affected systems. Citadel Team provides a resilient communication channel that enables teams to coordinate, the crisis management cell to be run, critical information to be shared and the connection with stakeholders to be maintained, even when the information system is no longer operational. By ensuring communications continuity, Citadel Team helps to speed up decision-making, limit the impact of the incident and preserve both business operations and the company's reputation.



Who is concerned?

- The crisis management team and the Executive Board to oversee incident management
- The IT and cybersecurity teams to coordinate technical actions
- The communications and legal teams to disseminate critical information and manage stakeholders
- Relevant business teams and employees to stay informed and ensure business continuity



The aims:

React fast, communicate without interruption, and stay in control during a crisis!

- Activate communication channels in just a few clicks
- Ensure autonomous, SI-independent communication
- Coordinate teams effectively for optimal crisis management

Reliable, secure, always-available communication in a crisis situation!

a) Independence of the IS (IT system)

An autonomous solution that can be used even if the IT system is unavailable or degraded, to ensure the continuity of critical communications.

b) Security and confidentiality

End-to-end encryption of messages* to protect sensitive information.

c) Reliability and service continuity

A platform that remains operational in all circumstances to keep communications running during a crisis.

d) Rapid activation

Real-time distribution of information and quick connection of teams within a few minutes.

e) Centralising communications

A single service to manage communications, ensure follow-up, and guarantee traceability.

f) Multi-device accessibility

Available on desktop, mobile and tablet, so you stay connected wherever your teams are.

g) Secure audio and video conferencing with screen sharing

Audio calls and video conferences with secure screen sharing to coordinate crisis actions effectively.

*messages and calls

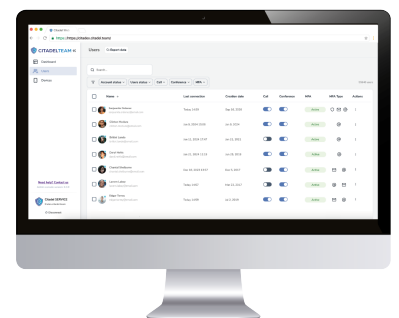


Fine user management and enrolment even when the IT system is no longer operational:

To ensure full confidentiality and complete separation between our clients, each company benefits from a dedicated infrastructure, operated by Thales and hosted in France.

This approach gives you full control over your environment. The infrastructure is fully configurable to meet your organisation's specific requirements, in particular around security policies, identity management, and user access control.

In the event of a major incident, new users can be enrolled even without access to their email, ensuring immediate continuity of operations and of the crisis response team.



Key features:



- Instant messaging
- Urgent notifications
- Secure file sharing in encrypted channels/rooms
- Secure telephony
- Multi-device access and synchronisation (mobile devices & PC)
- Available as SaaS on SecNumCloud 3.2 or Public Cloud
- End-to-end encryption* of communications

*Instant messaging and calls



Benefits provided:

- Continuity of information, as the tool is independent of your IT system
- Operational resilience and enhanced security
- Improved responsiveness
- Centralised information and traceability
- Guaranteed confidentiality
- Optimised coordination
- Simplified deployment

FOR MORE INFORMATION:

Visit our website: <https://www.thalesgroup.com/en/solutions-catalogue/defence/cyber/ercom>