



Prepare. Respond. Recover.

Crisis Management Services Assisting Organizations in Critical Moments.

Our Black Swan Solutions team stands ready to handle the influx of critical information, so you can focus on your organization and your employees.

Preparing You for the Unexpected

Individuals. Organizations. Communities. Despite their best efforts, few are fully equipped to deal with the unforeseen and unimaginable. But we are. The Black Swan Solutions team has partnered with organizations across the world. Our crisis management services help them respond to and recover from all types of critical incidents ranging from active shooter situations and mass fatality incidents to terrorist acts, aviation accidents and natural disasters.

Responding to Mass Crisis Events:

- Dedicated, scalable, 24/7 call center staffed by crisis counselors
 - Global network of responders
 - Critical Incident response and management
 - Accounting for employees and other stakeholders
 - Information management tool
 - Professional on-site support
 - Organizational and management consultation
 - Victim and family assistance
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5,000

Number of Calls Our 24/7 Call Center is Capable of Processing Per Hour During a Crisis Activation

In a crisis, one thing matters most – people. Black Swan Solutions, the crisis management services by Empathia, helps organizations respond to and recover from crises impacting large groups of people.



Crisis Call Center

In the uncertain times of a crisis, we ensure your organization has the infrastructure to manage your people, information and reputation. Our stand-ready call center activates within 60 minutes or less, while our team of crisis response professionals organize and implement critical response mechanisms from our Emergency Operations Center.



Information Management Tool

Our proprietary Disaster Information Management System (DIMS®) is an integrated application for managing high volumes of people-centric information. It combines incident management software, automatic notifications and robust databases to help communicate critical information to impacted people, families and responders during a crisis.



Victim & Family Assistance

Our victim and family assistance services are designed to provide your team and customers with the support they need during a crisis event. Our team handles all logistical coordination involved with establishing and organizing an on-site Family Assistance Center and pairing specialists 1:1 with victims and their families.



Critical Incident Response

Offering on-site support for your organization, our team of crisis response professionals help your organization and employees in coping with critical events. Individual and group debriefings, management consultation and educational presentations help workforces transition to the “new normal” post-crisis.