



## TEN FORWARD CONSULTING

# Disaster Solutions



### BACKGROUND

Disaster Solutions provides an experienced team of FEMA-reimbursable First Response personnel to coordinate spontaneous volunteers and career responders. They create a central command and control operation for a multi-jurisdictional first response to a disaster. The company's primary objective is to organize all jurisdictions, monitor the GPS location of first responders via their mobile phones, and provide data on critical care situations such as medical emergencies. Their Volunteer Management Team, The Pathfinders Task Force<sup>®</sup> (PTF), rapid trains volunteers to reach tens of thousands of disaster survivors at their front doors within days, while seeking out and resolving the unmet special needs of vulnerable populations.

### PROBLEM

When it came to software and technology implementation, the assigned team was at a loss due to a lack of clarity and definitive scope. The lack of clarity resulted in a loss of opportunity, time, and funds. According to John Simion, CTO of Disaster Solutions, the company desperately needed a guiding hand that knew the requirements, implementation methodologies, and landscape to navigate the company through their commercialized rollout.

### SOLUTION

**Going with a proven leader.** In their initial attempts, Disaster Solutions expanded using a wide range of developers with disconnected workflows which caused internal confusion and external angst. Because of their previous history with producing top quality work for clients both large Fortune 500 companies and small, Ten Forward appeared to be a perfect fit.

**Great customer service.** As a company founder, knowing the people that you partner with is critical to establish reciprocated confidence and trust. Effective communication is imperative to establishing a strong platform for future development. In the eyes of Ten Forward, the client's happiness and satisfaction always comes first.

"The team's never-ending intelligence around their expertise constantly amazes me... If ever I feel confused about a particular topic or area, I know that I can always count on Brian and the team to have the answer."

- John Simion,  
Disaster Solutions

### RESULTS

#### Intellectual guidance.

Disaster Solutions is a quick-response company that needed to be able to respond to internal and external threats. Simion realized early that there was a tremendous opportunity in the market for his company, but had trouble seizing that opportunity because he lacked the necessary technical guidance and coaching to do it. After evaluating other services and sources, Simion identified Ten Forward as the firm that would guide Disaster Solutions to successful expansion.

#### Strategic planning evaluation and preparation.

Preparation and guidance contribute strongly to a company's strategic ability. Clarity of goals and strategy can lead to great success while confusion and misdirection can lead to frustration and a lack of forward progress. The value of any guidance, of course, is contingent upon the existence of substantial planning. This important factor of planning is yet another sector in which the Ten Forward team thrives. Their plan included new project development at a very high level. The development ideas established by high level executives could then be translated to and implemented by the members of the project force. The Ten Forward team proved instrumental in facilitating this methodology for Disaster Solutions.