DualOps
by Q-Responsify

DualOps: DUAL-USE, REAL-TIME CRISIS MANAGEMENT SOFTWARE

Stay Ready. Act Smarter. Save Lives

EXECUTIVE SUMMARY

DualOps is an advanced, edge-AI supported, Software as a Service (SaaS) solution designed to help organizations effectively **prepare for, manage, and respond to complex crises or emergency situations at any stage, with real-time management of resources and supplies.**
Developed by **Q-Responsify OÜ,** this innovative tool enhances organizational agility, optimizes resource and inventory allocation, and refines crisis response strategies to improve overall outcomes **during crises** as well as in **out-of-crisis periods.**

Out-of-Crisis periods, the software strengthens organizational preparedness by providing a comprehensive suite of tools for monitoring and managing resources, equipment, inventory, manpower, and infrastructure, including various types of facilities and assets. Additionally, it enables effective control and monitoring of existing crisis or safety stocks, technical resources, and infrastructure managed by subcontractors and service providers. This includes tracking availability, dynamics, and planned quantity changes of human and technical resources on a territorial basis and at predetermined intervals.

During Crisis situations, the software facilitates real-time decision-making and enhances operational efficiency, enabling teams to identify bottlenecks, reduce response times through real-time situational awareness, and achieve better results at lower costs.
With features focused on situational analysis, real-time dynamic resource and inventory buffer management, and performance tracking, the software helps organizations validate the sufficiency of personnel, equipment, inventory, and infrastructure. It also supports the redistribution of resources and inventory to required locations and activities at any stage of a Crisis.

The **DualOps Software** can be utilized across **all hierarchical levels of Crisis Management Teams**, offering functionalities tailored to the specific needs and roles of staff members, aligned with their responsibilities and access rights.

KEY FEATURES:

- **Edge-AI support:** Provides best-fit solutions to forecasted and real-life situations that require decision-making, while allowing final decisions to be made by humans. This ensures it remains a supportive tool rather than an autonomous decision-maker when needed. User choices are recorded and fed back into the AI training process to enable adaptation to the specific context and user preferences. The AI explains why certain solutions are recommended and also includes a "rewind" function that allows users to review and analyze past decisions, supporting both learning and oversight processes.

- **Priorities-Based Dynamic Inventory and Resource Management:** Task-level prioritization for determining optimal inventory and resource allocation, replenishment, reinforcement, or displacement, ensuring that critical operations are efficiently managed during crises and combat situations.

- **Data-Driven Reporting:** Provides detailed, real-time reports on situational awareness and management dashboards of key performance indicators (KPIs), including resource and inventory buffer utilization, response times, and more. Alert messages and color coding are used for KPIs and other metrics to prompt corrective actions, ensuring the optimal use of all types of resources and inventory.

Proven Real-World Effectiveness of DualOps Software Algorithms

The algorithms utilized in the **DualOps** software are validated through practical application, delivering the following benefits:

- **Inventory Cost Reduction:** Achieve up to a **50% reduction** in the required inventory levels of materials and goods.
- **Increased Resource and Equipment Utilization:** Improve utilization rates **by 25 – 50%.**
- **Enhanced Delivery Performance:** Improve due date performance **by 25%.**
- **Faster Reaction Times:** Significantly **reduce response times** to changes in the situation.

This approach enables organizations to optimize the required number of resources and the quantity of goods and materials, resulting in **budget savings**.

For more information on the effectiveness of the approach, please refer to the *TOC Reference Bank.*

- **Customizable Configurations:** Adapt the software to the specific needs of different levels of crisis management and military command and control (C2) teams, including the roles and functions of their members—whether in government agencies, private companies, non-profits, or the military. The software can also be tailored to align with the nature, scale, and phase of a crisis or combat situation.

- **Configurable Training Simulator:** Develop and simulate crisis scenarios of varying complexity to assess the organization's preparedness, identify areas for improvement, and determine the training needs of team members and employees. Evaluate the success of simulation participants using a configurable ranking system based on selected key parameters.

ADDRESSING CHALLENGES in HIGHLY UNPREDICTABLE ENVIRONMENTS

The DualOps Crisis Management Software helps organizations effectively address critical challenges encountered during Crises:

- **Diverse and Complex Emergencies:** Manage a wide range of crisis situations such as refugee and pandemic crises, natural disasters, energy supply disruptions, and supply chain failures. The software supports both standalone and interconnected crisis scenarios.
- **Resource Limitations:** Optimize crisis response efforts while managing constraints like limited budgets, personnel shortages, and insufficient inventory or equipment. The software ensures the best use of available resources and inventory, even during operational bottlenecks.
- **Fluctuating Demands:** Adapt to rapidly evolving crisis priorities and shifting resource requirements, while managing changing consumption patterns for materials and goods based on the crisis's nature, scale, and phase.
- **Command Staff fatigue:** Command staff fatigue is a critical issue in both military and emergency management crisis leadership teams. It refers to the physical, mental, and emotional exhaustion experienced by leaders and decision-makers who are continuously engaged in high-pressure operations, often working long hours with limited rest and sustained cognitive load. DualOps supports leadership teams by enabling efficient task delegation, structured decision-making, and shift management to mitigate fatigue risks.

SUITABLE for ORGANIZATIONS ACROSS INDUSTRIES

The Crisis Management Software is ideal for a wide range of industries, including:

- Healthcare & Public Health
- Emergency Services & Disaster Relief
- Government & Municipal Services
- Military Command & Control (C2) centers
- Non-Profit Organizations (USAID, IFRC, Doctors Without Borders, etc.)
- Business Sector (Manufacturing, Retail & Logistics)
- etc.

EMPOWER YOUR ORGANIZATION

Take control of your crisis and combat situation preparedness today to ensure your organization is ready for whatever comes next—and can manage it efficiently and effectively.
DualOps software, combined with comprehensive training courses and clear instructions, equips your team with the tools and insights needed to prepare managerial staff and manage crises, complex emergencies, and combat situations with precision and confidence. With its user-friendly interface, customizable reports, edge-AI integration, and other advanced capabilities, your organization will be better prepared to face challenges head-on, emerge stronger, and effectively handle any type of crisis or combat scenario.