

Cisco Crisis Response – Overview

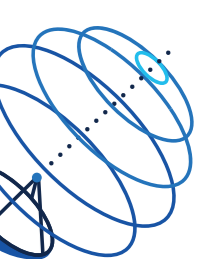
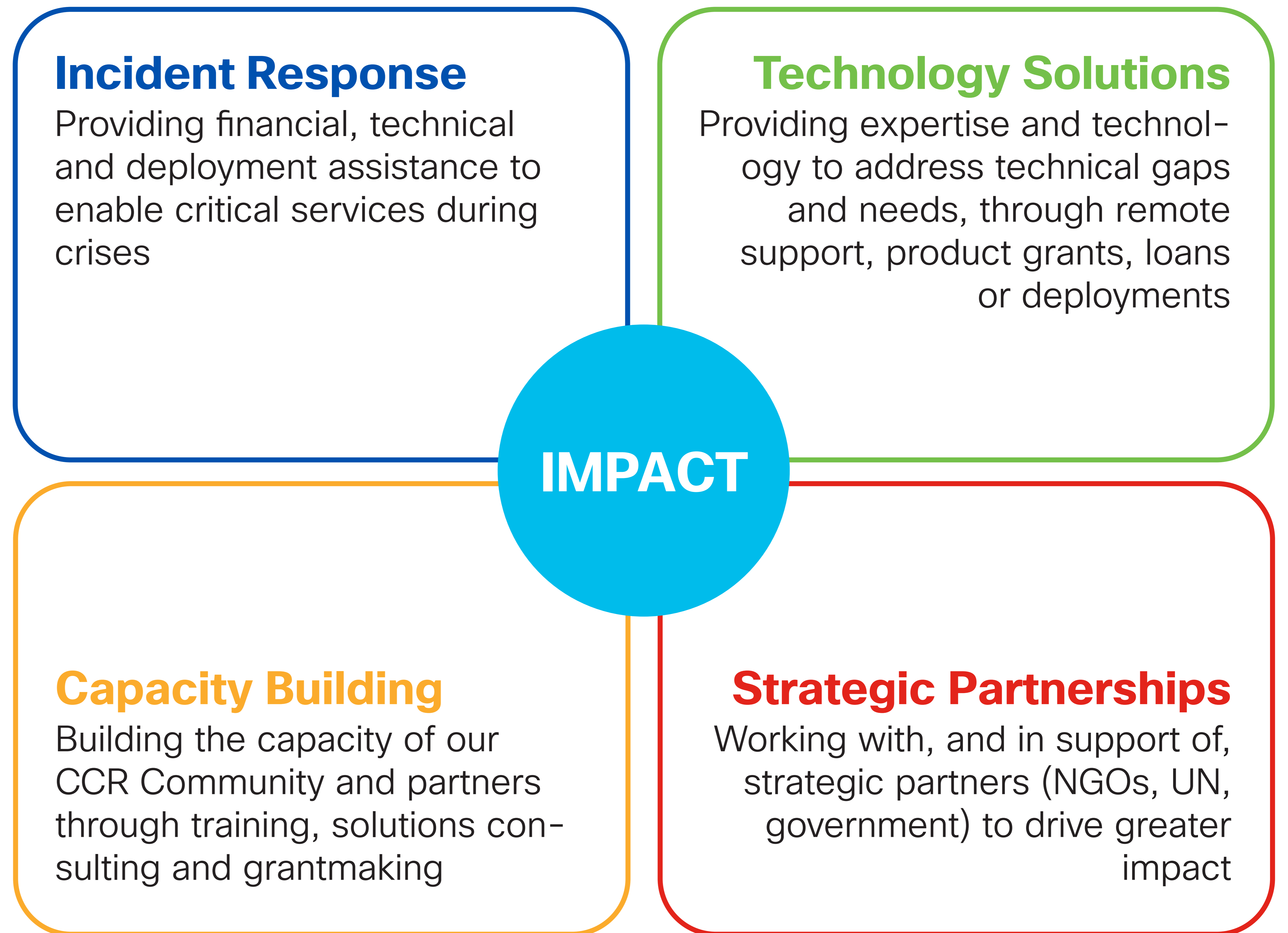
OUR MISSION

We leverage Cisco’s people, technology, financial resources and strategic partnerships to securely connect and empower underserved and vulnerable populations in crisis.

OUR VISION

We are committed to closing the digital divide, creating secure, connected and resilient communities where everyone has access to the resources they need to thrive.

OUR FOCUS AREAS



WHO

Who are we?

Cisco Crisis Response (CCR) is a team of dedicated Cisco personnel with deep emergency preparedness and response experience. We are systems engineers, network architects, project managers, operations and logistics specialists.

The CCR team is supported by 700+ Cisco volunteers worldwide, known as the CCR Community. CCR Community volunteers lend their time, expertise, and local insight to support our mission and ensure we deliver positive social impact.

Who do we help?

In response to natural and man-made disasters, we support public safety, critical infrastructure, governmental agencies, non-governmental humanitarian organizations, first responders, and impacted communities.

WHAT

What do we do?

CCR can provide:

- Loans of emergency communications equipment.
- Skilled staff for deploying ICT in emergencies and in support of planned events (conferences, expos, summits, exercises)
- Donations of Cisco products to qualified non-profit organizations ([click here to learn more](#))
- Financial support to qualified non-profit organizations, via Cisco disaster campaigns, disaster grants and [Global Impact Grants](#) for tech-based solutions that support critical human needs
- Consulting on customized communications solutions
- Emergency communications training and exercises
- Satellite and cellular internet backhaul capabilities to complement CCR solutions
- Assistance with expedited equipment orders for critical infrastructure organizations

What don't we do?

- Donate equipment to governmental agencies or Cisco customers (although we can support with technical assistance and equipment loans).
- Provide cellular signal in licensed spectrum
- Cybersecurity incident response or remediation

WHERE

Where is CCR located?

CCR currently has full-time personnel and equipment in San Jose, CA and Research Triangle Park, NC. Our trained volunteers maintain an additional cache of emergency comms assets in Richardson, Texas. We have trained volunteers and equipment in the Philippines, Poland, and Australia, with plans to expand to more locations.

Where do we work?

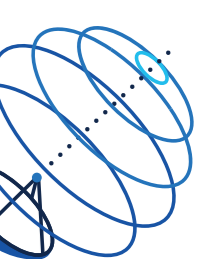
Nearly everywhere! While our core team is US-based, our CCR Community, partnerships and incident responses span the globe. We do not deploy equipment or personnel to active conflict zones, and are sometimes limited by sanctions, import requirements, and regulations around certain communications and satellite technology.

WHEN

When do you deploy equipment and/or personnel?

Only when our support is specifically requested. We do not pre-deploy or self-deploy. When a communications need is communicated to us, we evaluate the situation and determine response based on several guiding principles.

We only respond to requests to enable critical services: emergency aid/humanitarian response, critical infrastructure, public health and safety, or government continuity. We consider the specific communications needs, availability of IT resources, situational context and logistical complexity of a response. All these factors help us determine how we respond (e.g. remote vs. full deployment of personnel and equipment).



THE MORE YOU KNOW...

CCR's support is on a pro-bono, best-effort basis. CCR has no commercial interest and is not a sales activity.

Equipment can be loaned for up to 1 year.

We take customer privacy seriously. We will ask permission before sharing any information; all incident response specifics are confidential unless public release is approved.

We do not typically communicate our responses externally while we are actively deployed. This is sometimes due to security/privacy considerations, but also to avoid optics of promoting our work in the face of devastation and tragedy.

Most CCR comms solutions are cloud managed. We work with requesting agencies to determine a viable alternative solution if and when this is an issue.

HOW TO CONTACT US

CCR Emergency Hotline (24/7):
[+1-919-392-4646](tel:+1-919-392-4646)

CCR Emergency Email (24/7):
emergencyresponse@cisco.com

CCR General Inquiry Email:
crisisresponse-info@cisco.com

Note: If contacting CCR in an emergency, we ask requesting agencies to include as much of the following information as possible:

- Requesting individual's name, agency, title, phone, email
- Exact location(s) of incident, or where help is needed
- Business need (e.g. wired/Wi-Fi internet, site-to-site VPN)
- Approximate number of users and groupings (staff, partners, guests)
- Expected duration needed, exit strategy/transition plans
- Current ground situation

