

SmartSuite

GRC & Resilience > Operational Resilience & Business Continuity · Datasheet

Crisis Management

Coordinate executive-level crisis response with structured workflows, real-time visibility, and aligned actions across leadership and operational teams.

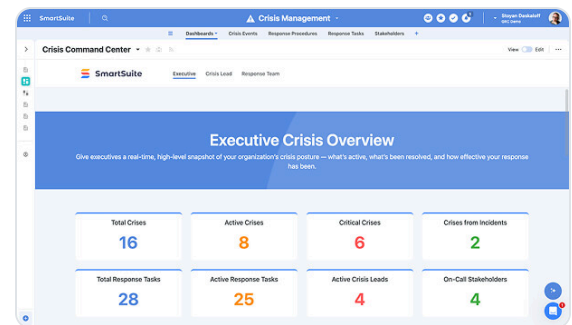
SKU	GRC - RES - CRM
Solution area	GRC & Resilience
Works with	Incident Management, Operational Resilience, Enterprise Risk Management (ERM), Issues Management, Third Party Risk, Policy Management
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What it is

Crisis Management is the process of coordinating executive-level response to high-impact events that threaten operations, reputation, or financial stability. It enables organizations to manage decision-making, communication, and response activities across leadership and operational teams.

Crisis Management is the process of coordinating organizational response to high-impact events that threaten operations, reputation, or financial stability. SmartSuite's Crisis Management software provides a structured, scalable system to manage crises across your organization — enabling coordinated, executive-level response and decision-making.

SmartSuite enables organizations to define crisis scenarios, establish response structures, and coordinate activities across leadership teams and departments. With a centralized system of record, teams can manage crisis events, track decisions, and coordinate actions in a way that is repeatable, auditable, and defensible.



Crisis Management in SmartSuite.

Core capabilities

Crisis Event Management

Capture and manage crisis events with structured workflows and centralized coordination.

Executive Response Coordination

Coordinate actions across leadership teams with clear roles, responsibilities, and decision tracking.

Crisis Playbooks & Procedures

Define and execute response playbooks for different crisis scenarios.

Escalation & Notification Management

Trigger alerts, escalations, and communications based on severity and predefined rules.

Real-Time Status Tracking

Monitor crisis impact, response activities, and progress through centralized dashboards.

Decision & Action Tracking

Track decisions, actions, and outcomes to ensure accountability and auditability.

Cross-Product Integration

Link crises to incidents, risks, issues, vendors, and resilience workflows.

Workflow Automation

Automate response coordination, approvals, and communication workflows.

Role-Based Access Control

Ensure secure access to crisis data and workflows across teams and leadership.

The Crisis Lifecycle

Step 1

Detect & Escalate

Identify incidents that require escalation to crisis-level response.

Step 2

Activate Crisis Response

Initiate crisis workflows and engage leadership teams.

Step 3

Coordinate Actions

Manage response activities, communications, and decision-making across teams.

Step 4

Monitor & Adapt

Track evolving conditions and adjust response strategies in real time.

Step 5

Resolve & Review

Close crisis events and conduct post-event analysis to improve future response.

Who it is for

Chief Risk Officer (CRO)

Oversees crisis response and ensures alignment with enterprise risk strategy.

Chief Operating Officer (COO)

Coordinates operational response and ensures continuity of critical services.

Crisis Response Leader

Manages crisis workflows and coordinates response activities across teams.

Security / IT Leader

Handles cyber-related crises and system disruptions.

Compliance Manager

Ensures regulatory requirements are met during crisis response.

Executive / Board Member

Monitors crisis impact and response effectiveness through dashboards.

Works with

Incident Management

Incidents trigger escalation into crisis workflows and response coordination.

Operational Resilience

Crisis events align with continuity planning and recovery strategies.

Enterprise Risk Management (ERM)

Crisis impacts inform risk exposure and enterprise risk reporting.

Issues Management

Post-crisis issues and remediation activities are tracked and resolved.

Third Party Risk

Vendor-related disruptions contribute to crisis events and response activities.

Policy Management

Crisis response policies and procedures guide coordination and decision-making.

Built differently. Crisis Management runs on the same relational platform as every other SmartSuite product, so its records link to the risks, controls, issues and evidence they affect, and every report reflects the current state rather than a copy.

See it working with your data

Ask your SmartSuite account team for a demo of Crisis Management configured for your organization, or read the full product entry at smartsuite.com/products/crisis-management.

[Schedule a demo](#)