



FIRSTSight™

Open-Source Predictive, Protective Intelligence Monitoring



Situational awareness is the foundation for security and crisis control.

Facts change and rumors surge before, during, and after a crisis. In today's world, the Internet provides access to open-source information related to behaviors of concern and emerging events. Without access to real-time intelligence, leadership may miss opportunities to stop a crisis. As a result, poor decisions are made, the wrong actions are implemented, and critical communications are missed. Waiting to activate an intelligence capability until after an event may negatively impact your liability, brand and reputation, people, and operations.

Historically, due to budget constraints, technology costs, and staff capabilities, most organizations have not established a formal approach to identify and manage the available open-source intelligence to address threats, vulnerabilities, and risks. As a result, an unanticipated crisis occurs. Firestorm offers both a client self-directed (DIY) and a Firestorm-led intelligence solution with flexible support options at multiple levels that address today's exposures and budget needs.



Where do you start? Select the approach below that matches your need and budget.

Do you want to do it yourself or have Firestorm perform the expertise?

Sign a Firestorm FIRSTSight™ License. Schedule an open-source onboarding session with your Firestorm Intelligence Analyst.

You can be operational the same day

Need help selecting the best approach?

Upon request, Firestorm will conduct a high-level needs assessment of the client's intelligence requirements, exposures, and crisis-risk. Based upon this assessment, Firestorm will recommend the appropriate approach and monitoring level for the client to select. The cost for the needs assessment will be credited against the selected approach.

Client Self-Directed Team(s) (DIY)

Firestorm conducts onboarding, training, and certification for the client self-directed team(s) to monitor emerging events and behaviors of concern. Firestorm provides recorded training and reference tools. Each client self-directed team has access to a dashboard and FIRSTSight automated alerts. Firestorm and the client establish initial monitoring protocols and terms. The client has access to the Firestorm Virtual Situation Room and Firestorm Intelligence Analysts during the business day for consultation on search design, terms, protocols, and use of the dashboard. Additionally, Firestorm Intelligence Analysts can be contracted for selected "Deep Dive" open-source targeted searches using both the Public Internet and Dark Web.



There are 3-levels of Client-Directed Support:

Intelligence Initiator –

The Initiator Solution is designed for smaller organizations to conduct focused monitoring using two dedicated channels to modify and conduct targeted word searches. Three client staff can attend the automated training, and all have access to the Virtual Situation Room for Support.

Intelligence Communicator –

The Communicator is designed for organizations to conduct focused monitoring using three dedicated channels to modify and conduct targeted word searches. Six client staff can attend the automated training, and all have access to the Virtual Situation Room for Support. Additionally, the Communicator Solution allows for integrated outbound messaging using social media.

Intelligence Enterprise –

The Enterprise Solution is designed for organizations to conduct focused monitoring using five dedicated channels to modify and conduct targeted word searches. Ten client staff can attend the automated training, and all have access to the Virtual Situation Room for Support. Additionally, the Enterprise Solution allows for integrated, outbound messaging using social media.

Firestorm-Directed Intelligence Support

Some clients choose to outsource their intelligence needs. Firestorm will assign Intelligence Analysts to perform open-source intelligence management. The Firestorm Analyst will design and perform the monitoring plan in consultation with the client. The client has access to the dashboard and will receive **FIRSTSight** automated alerts. The client can contact the Firestorm Virtual Situation Room for questions or to request further clarification. Additionally, Firestorm Intelligence Analysts can be contracted for selected “Deep Dive” open-source targeted searches using both the Public Internet and Dark Web.

Firestorm provides 3-levels of Firestorm-Directed support based on client needs and budget. The three levels are:

Pooled Support Level One

520 hours of Firestorm Intelligence Analysts time annually (approximately 10 hours per week) using two dedicated channels. Firestorm deploys a pool of intelligence analysts to support multiple clients. Additional Firestorm Intelligence Analysts hours are available and can be added if needed.

Shared Support Level Two

1,040 hours of Firestorm Intelligence Analysts time annually (approximately 20 hours per week) using three dedicated channels. Firestorm deploys two intelligence analysts to provide primary support to two clients. Firestorm will utilize additional staff as needed to support the primary analysts. Integrated outbound messaging is available. Additional Firestorm Intelligence Analysts hours are available and can be added if needed.

Concentrated Directed Support Level Three

2,080 hours of Firestorm Intelligence Analysts time annually (approximately 40 hours per week) using five, dedicated channels. Firestorm dedicates a primary intelligence analyst 40 hours per week to support the client’s needs. Firestorm will utilize additional staff as needed to support the primary analysts. Integrated outbound messaging is available. Additional Firestorm Intelligence Analysts hours are available and can be added if needed.