

Managed Services

Building an incident response plan to ensure the safety of travelers is an important part of an organization's commitment to Duty of Care. Managing that crisis response can be a daunting task, with many moving parts that must happen quickly and efficiently to produce the best outcomes.



There When You Need Us The Most

An organization's lack of a 24/7 in-house response team, limited resources and effectiveness all come into play when responding to an incident. That is where Manager Services steps in with a team of professionals, handling everything from incident support, locating affected travelers, response, journey support and proactive travel risk management, to enable you to continue to focus on your business.

A Piece Of The Duty Of Care Puzzle

Manager Services is a piece of the integrated Duty of Care platform, allowing organizations to effectively work through all aspects of an event. International SOS medical and security professionals determine who is affected, reach out to them, and develop a plan to get them to safety.

The Elements Include:

TravelTracker Incident Support - Triggered automatically by the release of a Special Advisory, International SOS reaches out to affected travelers to confirm their status, communicates with them and reports back to the organization's authorized person.

Incident Response - Medical emergencies, bomb threats, fires, workplace violence, severe weather and power outages can happen at any time and anywhere. International SOS provides around-the-clock service to manage an incident response hotline for emergencies and to provide assistance to your management team during the event.

Proactive Travel Risk Management - Prevention is the key to avoiding some incidents, and policies and procedures can help. International SOS manages your organization's travel risk management program, identifying high-risk travel and implementing the appropriate guidelines, monitoring compliance and supporting medical and travel security cases.

Managed Journey Support - International SOS manages all aspects of ground transportation to high-risk locations, including the guarantee of payment to third-party providers, and, if necessary, active monitoring.