

# HELP ME NOW – ENTERPRISE SECURITY CRM

## A Dedicated Safety & Emergency Management Platform for Organizations

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### 1. Introduction: A Customizable Security CRM for Organizations

In an era where **safety and real-time emergency management** are crucial for businesses, NGOs, government agencies, and private institutions, **Help Me Now Enterprise CRM** provides a **fully customizable, organization-owned security platform** to monitor, manage, and respond to emergencies in real time.

Unlike traditional safety apps, this CRM **allows organizations to maintain full ownership of their data**, ensuring **absolute control over security operations, incident management, and emergency communication**. Help Me Now acts solely as a technological enabler, **without retaining any user data**.

#### Who Can Benefit?

- **Government & Public Sector** – Emergency response teams, law enforcement agencies, city administrations.
  - **Corporate Security** – Large enterprises managing employee safety.
  - **Transportation & Travel Companies** – Airlines, railways, taxi fleets, and ride-hailing services.
  - **Universities & Educational Institutions** – Campus safety monitoring and student protection.
  - **Tourism & Hospitality** – Hotels, resorts, and travel agencies ensuring guest safety.
  - **NGOs & Humanitarian Organizations** – Crisis management, refugee protection, and relief missions.
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### 2. Key Features & Functionalities

#### 2.1. User Management & Security Monitoring

- ✓ **User Profiling:** Organizations can register employees, students, travelers, or members into the system with specific security preferences.
- ✓ **Real-Time Location Tracking:** Ability to monitor individuals in distress through **GPS-based live tracking (with user consent)**.
- ✓ **Geofencing Alerts:** Automatic notifications if a user enters/exits a defined security perimeter

(e.g., restricted or dangerous zones).

- ✓ **Incident Reporting Dashboard:** Organizations can **view, analyze, and act on incoming emergency alerts**, distinguishing between false alarms and real threats.
- ✓ **AI-Powered Threat Detection:** Automatic recognition of suspicious activities based on predefined risk factors.
- ✓ **Crowdsourced Security Alerts:** Users can report **dangerous locations, incidents, or threats** to help create a **real-time risk map**.

## 2.2. Emergency Communication & Messaging

- ✓ **Instant Emergency Messaging:** Admins can send **urgent notifications** to all or selected users within the system.
- ✓ **Two-Way Chat & Video Call Support:** **Secure chat, voice, and video channels** for real-time assistance.
- ✓ **SOS Button Integration:** Users can **trigger an immediate distress alert** that notifies assigned security personnel.
- ✓ **Automated Check-Ins:** Periodic safety check-ins for individuals working in **high-risk zones**.
- ✓ **Emergency Contacts System:** Organizations can integrate **emergency helplines, first responders, and police authorities** directly into the CRM.

## 2.3. Media & Evidence Collection

- ✓ **Photo & Video Upload:** Users can submit **live footage or images of ongoing threats** directly from their smartphones.
- ✓ **Secure Cloud Storage:** **End-to-end encrypted media storage** to prevent tampering with security reports.
- ✓ **Timestamped & Geo-Tagged Reports:** Every incident report is automatically tagged with **location and time metadata**, ensuring traceability.
- ✓ **Blockchain-Based Incident Logging:** All reports are recorded on a **tamper-proof blockchain ledger**, guaranteeing authenticity and preventing data manipulation.

## 2.4. Integration with Wearable & IoT Devices

- ✓ **Smartwatch & Wearable Panic Alerts:** Immediate alerts triggered from **smartwatches, bracelets, or connected IoT sensors**.
- ✓ **Integration with Surveillance Systems:** Ability to link **security cameras, drones, and sensors** to provide real-time monitoring.
- ✓ **Automated AI-Based Response:** **AI-driven auto-escalation of incidents** based on severity detection.

## 2.5. Compliance & Data Protection

- ✓ **Full GDPR & Data Ownership Compliance:** The organization retains **full control over all collected data**.
- ✓ **Private Cloud or On-Premise Hosting:** Choose between a **self-hosted solution or Help Me Now's secure private cloud**.
- ✓ **Role-Based Access Control:** Multiple access levels ensuring that only **authorized personnel** can access sensitive security data.
- ✓ **End-to-End Encryption:** All **communications, stored files, and transmitted data** are fully encrypted.
- ✓ **Blockchain Security Layer:** Ensuring **non-repudiation and immutability** of emergency records.

### 3. Business Model & Deployment Options

- ✓ **Subscription-Based SaaS Model** (Annual/Monthly Licensing)
  - ✓ **One-Time Purchase Model** (Self-Hosted Solution with Maintenance Plan)
  - ✓ **Custom Enterprise Packages** based on organization size and security needs.
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### 4. Future Implementations & AI Integration

- ✓ **AI-Driven Conversational Chatbots** for automated crisis management.
- ✓ **Predictive Analytics & Threat Detection** to identify risks before escalation.
- ✓ **Advanced Hardware Integration** with **AI-powered surveillance systems, facial recognition technology, and biometric authentication.**
- ✓ **Expanded IoT Capabilities** for smart city integration, traffic monitoring, and emergency service coordination.
- ✓ **Multi-Layered Security Monitoring** to manage **safety across multiple locations** for enterprises.
- ✓ **Metaverse-Based Safety Training** through virtual reality simulations for emergency response.
- ✓ **Enhanced Blockchain Security Framework** to authenticate incident reports, with smart contracts triggering automatic escalation protocols for verified threats.

These future upgrades will ensure that **Help Me Now Enterprise CRM** remains at the forefront of corporate security, emergency response, and risk management.

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### 5. Competitive Advantages

- ✓ **Unlike traditional safety apps, the CRM ensures complete organizational control over data.**
  - ✓ **Highly customizable for any sector** (Government, NGOs, Enterprises, Universities, Travel & Transport).
  - ✓ **AI-driven monitoring and real-time alerts** for proactive security management.
  - ✓ **Seamless integration** with emergency responders, IoT devices, and internal security teams.
  - ✓ **Multiple deployment options with enterprise-level security & encryption.**
  - ✓ **Blockchain-powered event logging prevents data manipulation and enhances auditability.**
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### 6. Legal Notes & Intellectual Property

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## Company Information & Contact Details

- ◆ **Company Name:** INFOMYCITY OÜ
- ◆ **Founder & CEO:** Andrea Ceravolo
- ◆ **Registered Office:** Männimäe/1, Pudisoo küla - Kuusalu vald, Harju maakond 74626,  
ESTONIA
- ◆ **Registration Code:** 16910603
- ◆ **Email:** worldvanguardgroup@gmail.com
- ◆ **Website:** [www.helpmenow.me](http://www.helpmenow.me) | [www.infomycityhub.eu](http://www.infomycityhub.eu)