

IMC OVERVIEW

INCIDENT MANAGEMENT CENTRE

Intelligence-driven protection, 24/7.

Monitoring, communication, and response support through a central point of coordination.

THE ARMA APPROACH

Arma's Incident Management Centre is the operational hub supporting awareness and response. It brings continuous oversight, real-time alerts, and organized communication together when a situation needs attention.

Whether supporting a residence, travel, or daily operations, the IMC helps identify issues and coordinate the appropriate next steps. Its role is to keep people informed, connect the right resources, and support continuity.

From awareness to coordinated action.

24/7 oversight that connects monitoring, real-time communication, and response across your protective program.

HOW WE OPERATE

- 01 Establish the protocols**
We agree the monitored locations, key contacts, notification priorities, and escalation arrangements.
- 02 Maintain awareness**
Alarm activity, video, and operational updates support a clearer picture of developing situations.
- 03 Coordinate the next step**
The appropriate contacts and resources are connected according to the agreed response plan.



OUR CAPABILITIES

Continuous oversight. Coordinated action.

Monitoring, communication, and response support through a central point of coordination.

Alarm Monitoring & Response

We monitor alarm signals, assess alerts, and coordinate the appropriate response. Designated contacts and response teams receive the information they need to act in line with your security plan.

Live Video Monitoring

Our operators monitor live video feeds to identify suspicious activity and assess potential threats. Relevant details are shared with designated contacts and response teams to coordinate action as situations develop.

Location Monitoring & Operational Awareness

Location information supports agreed protective and operational arrangements. Visibility of client or team movements helps maintain coordination and provides context when assistance is required.

Incident Assessment & Response Coordination

Developing incidents are assessed and communicated to the appropriate personnel. Defined escalation procedures help coordinate resources, responsibilities, and operational updates as the situation progresses.

Travel Monitoring & Assistance

Operational oversight supports clients and protective teams throughout travel. Communication and relevant updates connect the journey with assistance and response arrangements at home or abroad.

Crisis Communication & Operational Support

A central point of coordination during disruption or a developing crisis. Information, team communication, and response priorities are brought together to support decisions and maintain operational continuity.

PLANNED AROUND YOUR REQUIREMENTS

Speak with our team about your priorities, risk exposure, and the support your assignment requires.

SPEAK WITH OUR TEAM

Every protection plan starts with a conversation.

Tell us how you live, travel, and work. We'll help you understand the support that fits your circumstances.

Discuss your requirements.

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