



# mRes Mobile App Overview

Mobile Resilience by TIAG



## Mobile Resilience (mRes)

Digital Hub for First Responder Health & Wellness / Peer Support



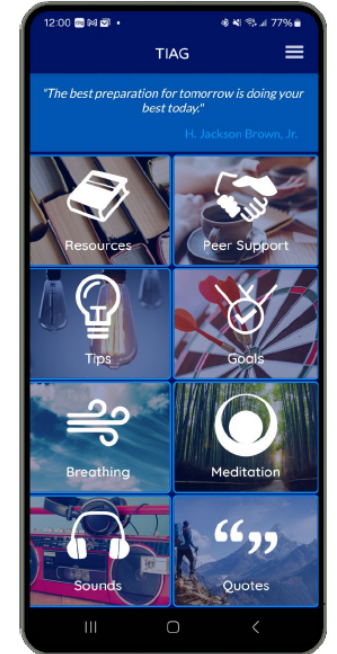
AWS  
Marketplace  
Listing

### What is mResilience?

- Multi-tenant SaaS mobile app available on GooglePlay app store for Android devices and Apple app store for iOS devices designed to serve as the digital hub for an agency wellness/peer support program.
- Available in law enforcement and firefighter versions. LE version is a vetted/approved technology platform by the National Fraternal Order of Police Wellness Committee.
- Preloaded with culturally competent health and wellness content, self-assessments, and national hotlines as well as a suite of evidence-based customizable self-regulation tools for controlled diaphragmatic breathing, guided meditations, and soothing sounds.
- Available through a prepaid annual enterprise license – pricing based on agency size (volume discounts apply)
- As part of customer configuration agency branding and resources are loaded. The agency's Peer Support team is loaded into a tailorable/searchable module
- Users are authorized but deidentified using domain or user "white listing" for initial activation – no user account and complete anonymity – the agency receives deidentified usage metrics

### Key Differentiators

- A "Prehab" approach to resilience. We focus on getting "left of bang" to build and maintain resilience while providing a path to resources when needed.
- Security and anonymity. mRes has been carefully architected so that a department can be confident that only their authorized users are able to access department resources. At the same time, we can ensure users that what they do in the app is not monitored to preserve their privacy. There is no requirement for user accounts or credentials.
- Simple content management. The customer agency is in complete control of any additional content they want to provide to their users. The license includes managed services support for content updates that appear immediately in the app.
- Competitive pricing and simplified contracting. In addition to the AWS Marketplace SaaS listing, mRes is available through TIAG's GSA Master Contract, and through a wide range of DoD/Federal/State/Local government purchasing contracts as part of the "Carahsoft on AWS" program.



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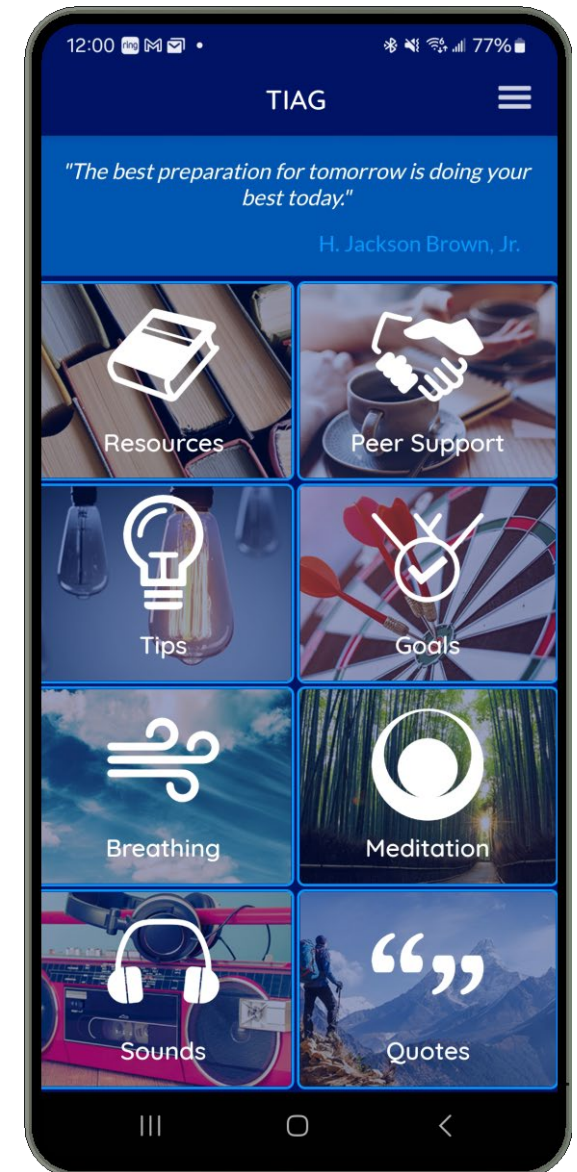


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## Digital Hub for First Responder Health & Wellness / Peer Support



### Who is TIAG?

- We are a modest sized systems integrator and AWS Advanced Tier Partner primarily supporting DoD and Federal agencies.
- TIAG was the prime contractor for 8 years supporting the DoD's National Center for Telehealth & Technology (T2) at Joint Base Lewis-McChord. Our team built and maintained dozens of mobile apps for stress, suicide prevention, and PTSD intended for a military user that have hundreds of thousands of downloads. We also operated the Army's only Behavioral Health Technology Usability Lab.
- We saw a gap in tools available to support civilian first responders and developed mRes to draw on our expertise and experience to fill the gap. mRes was launched at the 2019 International Association of Chiefs of Police (IACP) conference and is in use with agencies across the country.

### Native Mobile App Advantages

- Seamlessly integrates with device apps and features to leverage the user's preferred voice, text, web browsing, mapping tool. All communication occurs outside the app for privacy
- Core functions and content are fully available in areas with no/poor internet service
- Biofeedback tool uses integrated camera flash to capture heart rate. Eliminates need to connect wearables which introduce identity
- More secure for government devices – eliminates the caching associated with "web apps"

### Technical Features

- Hosted in AWS GovCloud with all infrastructure and services at the FedRAMP "high" level
- mRes has completed an AWS "Well Architected Review"
- Compatible with MDM systems for use on government devices, also supports BYOD

A demo version of the app is available at no cost to customer agencies to support a pre-purchase evaluation

To learn more contact Steve Vincent, TIAG Technology Partnerships Manager: [svincent@tiag.net](mailto:svincent@tiag.net) (619) 495-0743





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