BlackBerry AtHoc

BlackBerry AtHoc for United States Federal Agencies and the Department of War

During Critical Events, Situations Change in a Moment

For agencies that safeguard the United States, reliable and secure communication is paramount. BlackBerry® AtHoc® delivers a trusted critical event management platform designed to enhance operational resilience, ensure secure two-way communications, and enable rapid coordination during mission-critical events. Built to meet stringent standards, AtHoc equips federal organizations with powerful tools to prepare for, respond to, and recover from any disruption, keeping personnel connected and informed irrespective of the challenge.

Unified Critical Event Management for Mission Preparedness

Major disruptions can strike without warning, threatening operational continuity and putting lives at risk. Whether turmoil stems from natural disasters, civil unrest, power outages, cybersecurity threats, active shooter incidents, or pandemics, the stakes for the U.S. Federal Government and the Department of War remain unparalleled.

Mission success demands communication systems that are secure, resilient, and always ready. BlackBerry AtHoc empowers federal agencies and defense units to respond with certainty and speed. By combining real-time communication and compliance with military-grade security standards, AtHoc delivers the confidence and precision needed to protect personnel and sustain operations, in any scenario.

Robust Secure Communication Infrastructure

AtHoc delivers encrypted, end-to-end communication through the desktop app, the mobile app, email, text messaging, telephony, as well as other personal and mass communication devices, ensuring that critical messages are delivered with speed and confidence. This enables rapid delivery of emergency notifications to personnel, accelerating response times when every second counts. Integrated with trusted public safety systems like FEMA and NOAA, AtHoc strengthens situational awareness, by helping time-sensitive alerts reach the right individuals with reliability and precision.

Recognized as a DHS SAFETY Act Approved Technology and listed on the Department of Defense Information Network Approved Products List (DODIN APL), BlackBerry AtHoc meets the highest standards of security and compliance, including NIST SP 800-53 IA, FIPS 140-2/3, and ISO 27001/27017. These standards and certifications underscore its ability to protect critical infrastructure and personnel during emergencies. For customers, this translates into unmatched confidence in safeguarding operations, ensuring data integrity, and maintaining compliance in mission-critical environments.

Mother Nature
Extreme Weather Events
Power Outages
Non-Occupational Disease

Human-Made
Active Shooters
Terror Attacks
Traffic Accidents

Critical Incidents
Cyber Security Attacks
Political Unrest
IT/Network Outage

Military-Grade Compliance

By automating area-specific alerts, AtHoc minimizes unnecessary disruptions, allowing uninvolved personnel to stay focused on their tasks. Its unified communication system eliminates fragmented information flow, giving leadership centralized control over emergency communications. This enables organizations to act decisively and with precision when every second counts.

Trusted by U.S. Federal and Department of War agencies, AtHoc delivers secure, real-time communication capabilities that empower organizations to safeguard personnel and maintain operational continuity. With military-grade compliance and centralized oversight, it enables agencies to respond to disruptions with clarity, confidence, and speed, helping to ensure mission success in even the most challenging scenarios.

In addition to its robust security and communication capabilities, BlackBerry AtHoc integrates seamlessly with public safety systems like FEMA and NOAA to enhance situational awareness. This enables time-sensitive alerts to reach the right individuals with precision.

Seamless Integration

BlackBerry AtHoc acts as a force multiplier by seamlessly integrating with a wide range of systems and tools. This adaptability empowers organizations to amplify communication and operational efficiency while maximizing the value of their existing infrastructure. By uniting people, processes, and technology, AtHoc creates a cohesive ecosystem that drives rapid decision-making and coordinated responses.

Mass Communication	Personal Communication	Public Safety Systems	Access Control
Two-Way Radios Giant Voice Loudspeakers Fire Panels	Email and SMS Mobile/Desktop Notifications	Integration with FEMA and NOAA	Badging Systems Emergency Access Control Systems
Social Media Platforms Facebook X	**Collaboration Tools** Microsoft Teams	**Telephony Systems** Cisco IP Phones	**Legacy Systems** Non-IP systems via the IP Interface Module (IIM)

Centralized Management for Simplified Operations

BlackBerry AtHoc delivers a centralized command center and unified dashboard that transforms operational information into a single source of truth. This streamlined approach eliminates the inefficiencies of managing disparate systems, enabling leadership to oversee events, allocate resources, and ensure personnel accountability within seconds. By integrating seamlessly into existing IT infrastructure, AtHoc enhances operational efficiency without disrupting daily workflows, giving organizations the agility to respond faster and smarter.

Training and Automation

Operational readiness is not just preparation—it's a strategic advantage. BlackBerry AtHoc strengthens this advantage by ensuring users are proficient in their roles and permissions, enabling them to act with confidence and precision during critical events. Automated notifications serve as a catalyst for readiness, allowing leaders to schedule targeted drills, role-based tasks, and readiness exercises across the organization. These capabilities provide leadership with actionable insights into preparedness levels, ensuring every authorized user is equipped to execute. By turning training and automation into force multipliers, AtHoc builds organizational resilience and enables teams to meet any challenge head-on.

A Unified Approach to Crisis Control

BlackBerry AtHoc enables U.S. Federal Government agencies to make informed, safety-critical decisions through a secure, unified platform designed for managing critical events. With military-grade security, seamless integration, and real-time situational awareness, it delivers the reliability required in high-stakes environments. The suite of applications—Alert, Account, Collect, Connect, and Situation Response—works together to support rapid decision-making, effective communication, and operational continuity during emergencies.

This solution distinguishes itself through its ability to integrate with existing IT infrastructures and public safety systems like FEMA and NOAA, ensuring precise, time-sensitive alerts reach the right individuals. Meeting standards and certifications such as NIST SP 800-53 IA, FIPS 140-2/3, and ISO 27001/27017 demonstrate the adherence of AtHoc to the highest security and compliance standards, making it a trusted choice for protecting critical infrastructure. Its scalability across industries and geographies, along with multi-language capabilities, ensures organizations can respond effectively to crises of any scope or complexity.

The centralized command center and unified dashboard consolidate operational information into a single source of truth, enabling leadership to monitor events, allocate resources, and track personnel in real time. Automated workflows and pre-configured templates streamline responses, reducing delays and facilitating decisive action when every second matters.

By integrating secure communication, real-time insights, and compliance with stringent standards, this solution sets a new benchmark for critical event management. Below is a detailed look at each component and its role in ensuring mission success.
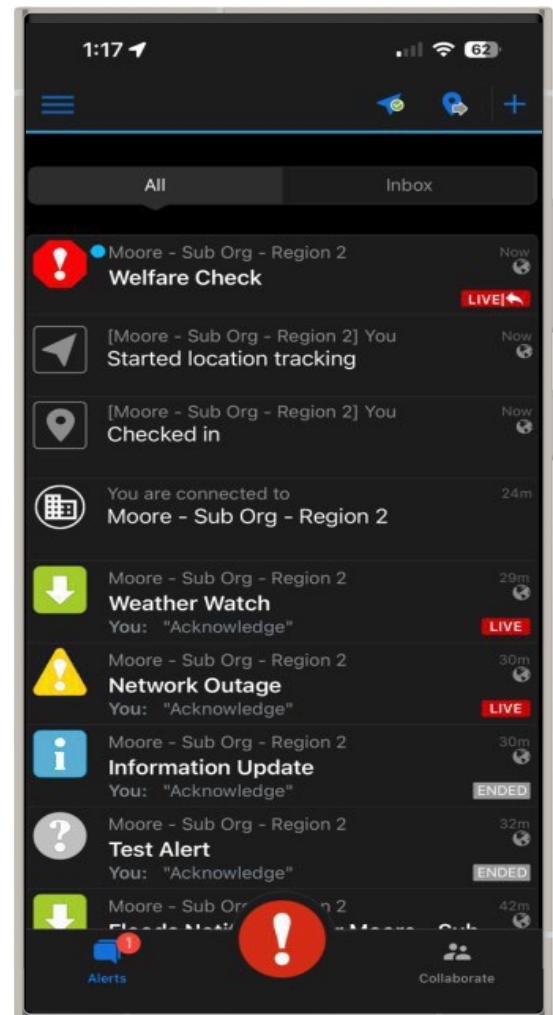
AtHoc Alert

Guaranteed Reach When It Matters Most

AtHoc® Alert ensures critical information reaches all intended recipients promptly and reliably, providing agencies with the confidence that no one is left uninformed during emergencies. With end-to-end encrypted communication, Alert provides secure delivery even if other platforms are compromised, enabling organizations to maintain operational continuity in the most challenging scenarios.

The solution integrates seamlessly with a wide range of communication methods, including email, phone, text, mobile notifications, desktop alerts, two-way radios, loudspeakers, digital displays, fire panels, emergency stop buttons, badging systems, social media platforms, and public safety feeds like FEMA and NOAA. By unifying these channels within a single interface, Alert enables geo-targeted notifications, using templated messages for rapid deployment, and real-time tracking of recipient status. This comprehensive integration helps ensure that agencies can act decisively and deliver messages with precision, regardless of the communication medium.

Extending Reach Beyond the Organization

AtHoc Alert also supports SMS Opt-In, allowing community members, visitors, or event participants outside the organization to subscribe to receive alerts. By simply texting an event code to a designated number, external stakeholders can be included in critical communications. Administrators can then target these users in alerts, ensuring broader reach and inclusivity during emergencies. By combining reliable reach, robust integration capabilities, and the flexibility to include external audiences, AtHoc Alert sets a new standard for secure, dependable, and comprehensive mass notification systems.

Use Case 1: Active Shooter

In an active shooter scenario, AtHoc Alert enables authorities to instantly disseminate life-saving instructions—such as shelter-in-place orders, evacuation routes, or police coordination updates—across multiple channels. These channels include mobile devices, email, desktop alerts, and even voice calls, providing comprehensive coverage and minimizing communication gaps during emergencies. This enables critical alerts to reach people in the way they are most likely to receive them, even if certain networks are congested or fail. Real-time two-way communication and recipient status tracking provide officials with immediate situational awareness, enabling faster support and a more effective emergency response.

Use Case 2: Severe Weather

During a severe weather event, such as a hurricane, blizzard, or tornado, AtHoc Alert enables federal agencies to maintain operational continuity and ensure the safety of personnel. Emergency preparedness coordinators can send pre-defined, geo-targeted messages to federal employees, contractors, and key stakeholders in real-time, helping ensure critical information reaches the right people at the right time. This capability helps federal agencies respond swiftly, coordinate effectively, and safeguard lives and assets in the face of severe weather events. These alerts can include evacuation instructions for federal facilities, updates on weather conditions, or guidance on accessing emergency resources such as shelters or backup operational sites.
 By integrating with external data sources like the National Weather Service, AtHoc Alert can automate notifications based on real-time weather updates, facilitating timely dissemination of critical information.

AtHoc Account

Real-Time Accountability When Every Second Counts

AtHoc® Account helps agencies maintain complete visibility over personnel location, status, and safety during and after critical incidents. By automating outreach workflows and escalating unacknowledged requests to the next available resource, the system provides reliable communication and rapid response, even in high-pressure scenarios.

With the ability to request updates from the entire organization, specific groups, or even employees' family members, AtHoc Account strengthens the chain of command and ensures no one is left behind. Automated templates and workflows, aligned with federal processes and policies, eliminate delays and reduce human error, enabling leadership to act decisively.

The system's real-time tracking and delegated status reporting provide actionable insights that not only enhance immediate response efforts but also improve future readiness. By delivering reliable and seamless communications at speed, AtHoc Account empowers agencies to maintain operational continuity and protect their most valuable asset—people.

Use Case: Terrorism Threat Response

Following a terrorist incident near a federal facility, command center personnel initiate an AtHoc Account accountability event, targeting affected personnel based on location, group membership, or advanced queries. Automated roll call messages are sent, and personnel can respond via various channels. Accountability Officers can also report on behalf of unaccounted colleagues. The system tracks responses live, flags unaccounted or at-risk staff, and compiles a post-incident report for leadership review and safety enhancements.

AtHoc Collect

Real-Time Insights from the Field

AtHoc® Collect equips field personnel with the tools to provide real-time, geotagged multimedia reports directly from incident sites. This capability delivers immediate situational awareness to decision-makers, enabling rapid and informed responses to evolving crises. Whether it's tracking personnel in the field or escalating a duress signal for immediate assistance, Collect ensures critical information flows seamlessly from the ground to command centers.

Empowering Safety and Compliance

Designed for high-stakes environments, AtHoc Collect provides live tracking and secure field reporting features that support compliance with GDPR and HIPAA standards. Its bi-directional communication and fully auditable trail are designed to help meet the compliance requirements of U.S. federal agencies and the Department of War. By combining real-time field intelligence with secure communication, AtHoc Collect helps transform raw data into actionable insights.

Use Case 1: Bridge Collapse

In the event of a bridge collapse near critical infrastructure, field personnel and first responders use AtHoc Collect to submit location-tagged photos, descriptions, and status updates. This real-time flow of multimedia information allows the operations center to quickly assess the scale of the incident, direct resources, and coordinate with emergency management partners. Subsequent reports on casualties, blocked access routes, and infrastructure damage inform unified response efforts and resource allocation.

Use Case 2: Toxic Waste Spill

AtHoc Collect enables field personnel and first responders to provide real-time, geotagged updates on toxic spills via a secure mobile app. Responders can submit photos, videos, and descriptions of the spill, including hazardous material type and contamination extent. The app's duress signal allows for immediate assistance in dangerous conditions, while securely transmitted data helps decision-makers deploy resources and coordinate with agencies like the EPA. An auditable trail facilitates compliance with federal safety regulations.

AtHoc Connect

Enabling Seamless Collaboration Across Organizations

AtHoc® Connect establishes a secure, federated network that empowers organizations to collaborate effectively during crises. By facilitating real-time, bi-directional communication with external partners, including federal agencies, Department of War installations, utility companies, and local authorities, Connect enables critical information to flow unencumbered to the right people. What sets AtHoc Connect apart is its ability to unify disparate organizations under a single, secure communication framework.

This capability enables agencies to coordinate responses, share resources, and align strategies with precision, even in the most complex scenarios. The adherence of AtHoc to U.S. federal regulatory standards helps protect sensitive information and supports trust and accountability among inter-agency and external partners.

By extending communication beyond organizational boundaries, AtHoc Connect transforms crisis management into a collaborative effort, enabling agencies to act as a cohesive unit and access the resources they need to protect

Use Case 1: Joint Military Operations

During joint military operations, AtHoc Connect synchronizes communication between disparate units, bases, and coalition partners. Predefined connectivity agreements facilitate secure, compliant exchanges of alerts and operational updates, facilitating seamless collaboration while protecting sensitive information.

Use Case 2: Disaster Recovery and Resource Allocation

In the aftermath of a large-scale disaster, such as a hurricane, AtHoc Connect enables DoW bases and civilian agencies to coordinate recovery efforts. Real-time sharing of status updates, resource requests, and situational reports improves operational efficiency, enabling resources like shelter, power, and medical aid to be rapidly directed where needed most.

AtHoc Situation Response

Turning Chaos into Control

AtHoc® Situation Response empowers organizations to take decisive action during crises by providing a centralized platform for incident management. By streamlining crisis planning, live response coordination, and post-incident analysis, the platform helps teams prepare, align, and adapt to events as they unfold. With predefined incident plans that outline steps, roles, and review cycles, organizations can act with confidence and clarity when every second counts. During a crisis, the ability to make live adjustments allows responses to remain agile and effective, no matter how situations evolve.

After resolution, detailed activity logs and reports provide actionable insights, enabling teams to refine strategies and improve future outcomes.

By focusing on readiness, adaptability, and continuous improvement, AtHoc Situation Response transforms crisis management into a proactive, results-driven process that minimizes disruption and maximizes resilience.

Use Case 1: IT/Network Outages

When mission-critical IT or network infrastructure fails, AtHoc Situation Response manages the incident lifecycle. Incident commanders collaborate instantly, assign and track remediation actions, communicate status updates, and keep leadership informed through integrated dashboards until full operational capability is achieved.

Use Case 2: Military After-Action Reviews

Following major exercises or real-world events, the platform supports structured after-action reviews (AARs). Stakeholders review the incident timeline, resource deployment, and decision rationale, generating a secure, read-only log for compliance and future training.

Unified Infrastructure for Federal and DoW Needs

On-Premises Mail for AtHoc

For organizations requiring on-premise solutions, BlackBerry AtHoc offers the On-Premise Mail (OPM) plug-in, which integrates seamlessly with the Notification Delivery Service (NDS). This feature enables secure email delivery for alerts while supporting compliance with internal IT policies. OPM supports advanced configurations such as failover and parallel modes for relay servers, PKI digital signatures, and email throttling to optimize performance and reliability. These capabilities are particularly relevant for U.S. Federal and DoW agencies that require strict control over their communication infrastructure.

AtHoc Enterprise Features

AtHoc® Enterprise provides advanced capabilities for managing users across super enterprises, enterprises, and suborganizations. Features include user uniqueness enforcement, seamless user movement between organizations, and organization subscriptions for receiving alerts from multiple suborganizations. These tools provide streamlined operations and enhanced collaboration across large, complex organizations, making them ideal for federal agencies and the DoW.

BlackBerry US Cloud Services

BlackBerry® AtHoc® Services for Government are hosted in highly secure, redundant Amazon Web Services data centers, targeting 99.95% service availability. AtHoc is FedRAMP authorized (High) which certifies that our cloud services meet the most rigorous security requirements for sensitive unclassified government data. The platform also complies with ISO 27001 standards and employs advanced encryption protocols to protect data in transit and at rest. With 24/7 monitoring by dedicated Network and Security Operations Centers, BlackBerry AtHoc Services for Government deliver unmatched reliability and security for critical event management. These services are tailored to meet the stringent requirements of U.S. Federal and DoW agencies, providing a robust foundation for mission-critical operations.

Trusted Partner for Government and Defense

Safeguard Federal Missions with BlackBerry AtHoc

BlackBerry AtHoc empowers U.S. Federal agencies and the Department of War to protect personnel, assets, and operations with confidence. By delivering secure, real-time communication and actionable situational awareness, AtHoc enables leaders to make rapid, informed decisions that minimize disruption and ensure mission success. Whether managing natural disasters, cybersecurity threats, or operational disruptions, AtHoc keeps federal missions resilient and ready to adapt.

Engineered for Federal Excellence

Designed to meet the unique demands of federal operations, AtHoc integrates seamlessly into existing IT infrastructures, supporting on-premises, cloud, and hybrid deployments. Its military-grade security and compliance with strict regulatory frameworks protect sensitive information at every stage. More than just a communication tool, AtHoc fosters cross-agency collaboration by connecting federal systems with local public safety teams and resources, enabling coordinated responses that save time and lives.

The Only FedRAMP High-Certified Crisis Communication Platform for Federal Missions

As of November 2025, BlackBerry AtHoc sets a new standard as the only FedRAMP High Certified Crisis Communications platform; offering unparalleled compliance and operational resilience tailored to the needs of U.S. Federal agencies. This certification underscores the ability of AtHoc to meet the most stringent security requirements, including 421 controls outlined in NIST SP 800-53, ensuring the protection of Controlled Unclassified Information (CUI) and other sensitive data critical to national security.

Beyond compliance, the advanced capabilities of BlackBerry AtHoc, such as real-time situational awareness through a unified, central command center, empower federal leaders to respond decisively to complex threats, from advanced persistent cyberattacks to large-scale natural disasters. By integrating seamlessly with existing IT infrastructures and enabling encrypted, two-way communication across all channels, AtHoc ensures that federal missions are not only safeguarded but also positioned for rapid recovery and operational continuity. This level of security and reliability makes AtHoc an indispensable tool for agencies tasked with protecting the nation's most vital assets and operations.

Delivering Results That Matter

BlackBerry AtHoc safeguards over 80% of U.S. federal government agencies by delivering secure, real-time communication and actionable situational awareness during crises. Designed to protect personnel, assets, and operations, it enables rapid decision-making and operational continuity in the face of natural disasters, cybersecurity threats, and other mission-critical disruptions.

Built to the highest standards of security and compliance, AtHoc integrates seamlessly with federal IT infrastructures, supporting on-premises, cloud, and hybrid deployments. Its interoperability connects federal systems with local public safety teams, streamlining crisis response through automated workflows, real-time tracking, and detailed post-incident reporting. By unifying communication and fostering collaboration, AtHoc ensures federal missions remain resilient, efficient, and prepared for future challenges.

Talk to an expert

Contact us today to learn more about AtHoc or visit blackberry.com/securecomms