



Disaster Management Services

Aviem provides complete disaster management support for our clients. Aviem, with its global network can offer you a complete suite of services to ensure your compliance with any and all disaster laws and regulations.

Emergency Call Center Services – Aviem offers you the largest call center network with 29 locations to serve you. We use specially trained telephone professionals with the latest technology to provide prompt, compassionate response.

Aviem can begin accepting calls in as little as 60 minutes. Callers reach live representatives, not impersonal automated voice menus. Unlike other call center providers, we think it's unrealistic to claim that we can answer thousands of calls an hour. We operate at a guaranteed minimum of 100 representatives and automatically adjust staffing to handle your call volume.

Family Notification & Survivor Assistance - Our family support center representatives are thoroughly trained to provide families and survivors with the kind of support they desire and need. Once notified, we can coordinate logistical support for survivors and maintain regular contact with families.

On-site Accident Management Support - Aviem brings together expertise in both traditional emergency management mass fatality response and Human Services disaster response. Companies face unique challenges not found in traditional mass fatality emergency response organizations and Aviem's personnel are uniquely qualified to provide this support.

Community Outreach and Survivor Assistance Center - Along with its Disaster Management services, Aviem can set up and maintain Community Outreach and/or Survivor Assistance Centers for those survivors or members of the public affected by a disaster.

Personal Belongings – We feel the most important aspect of handling personal belongings is in the interaction with families and our team meets those requirements with compassionate service and great resources. Our team assists families in honoring their wishes with regard to their loved one's belongings and returning desired items with dignity and respect.

DVI & Repatriation Services - Aviem's staff coordinates with D-MORT and local officials in disaster victim identification (DVI) and coordinates the repatriation of remains. Our repatriation teams provide global coverage with expert and highly experienced staff. Their primary concern is to make sure that we honor the wishes of family members with regard to shipping, funeral homes, burial services and caskets.

Crisis Communications - Aviem's crisis communications directors can also provide essential communications support for you in the event of an emergency response. Our team will be available to assist your corporate communications personnel in preparing critical press statements and coaching/advice on press conferences, along with any other situations where you are confronted with the media in the aftermath of an accident.

Contact Aviem at +1.404.881.2819 for more information.

“When the time to respond is at hand, the time to plan is over”