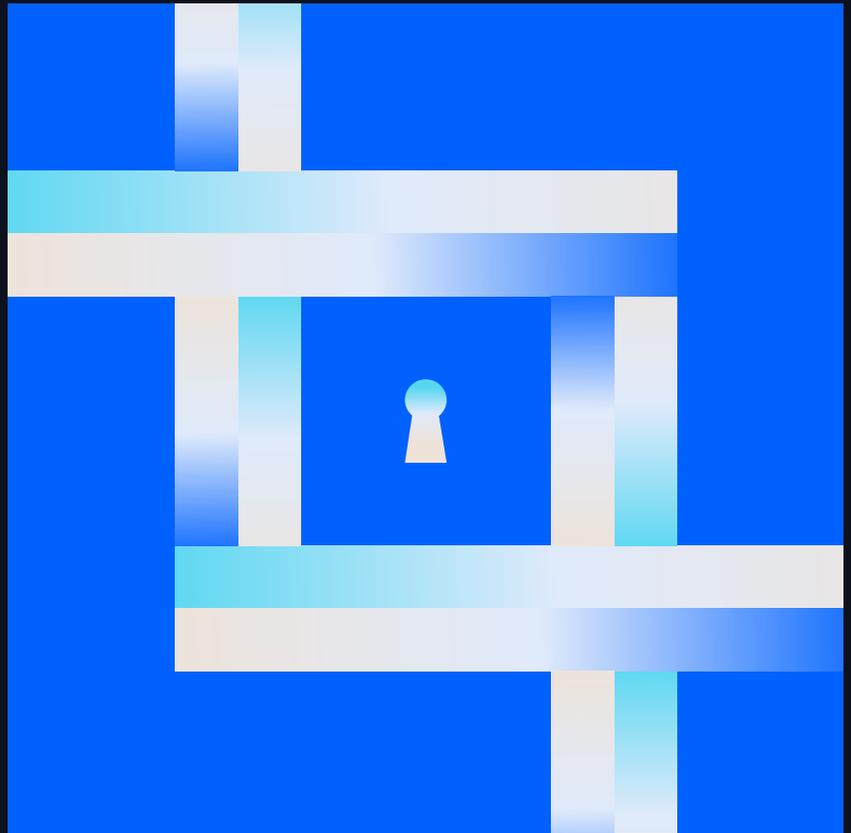# Secure communication for energy suppliers and public utilities: Intuitive. Fail–safe. NIS–2 compliant. Made in Germany.

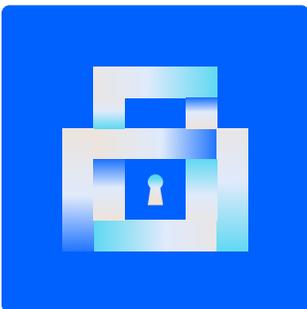Maintaining operations when IT and standard communications fail.

teamwire

In the event of a crisis – cyber attacks, IT failures, network disruptions or extreme weather – communication is crucial to the ability of organisations to manage the situation. Teamwire is a secure collaboration tool designed specifically for critical infrastructure organisations such as energy suppliers and public utilities, offering a solution for crisis, operational and everyday communication and providing a reliable solution to the WhatsApp problem.

Typical challenges

- Reliance on standard tools (e.g., telephone systems, email, WhatsApp, Microsoft Teams, private mobile phones)
- Lack of reliability during cyber attacks or system failures
- Lack of real–time communication during disruptions
- Information silos between the control centre, field service, IT & crisis management team
- No structured alerting & feedback mechanisms
- Reliance on US tools and associated risks for data protection, data sovereignty, and compliance
- Difficult coordination between the control centre, field service, and management
- High regulatory requirements (NIS–2, IT Security Act, ISO 27001)
- No reliable protection for lone workers

Relevant Teamwire features

- **Intuitive real–time communication:** Use one-to-one and group chats, distribution lists, and voice and video conferencing to stay connected with your team.
- **Edit images quickly and easily:** Mark affected areas, add notes or measurement data, or anonymise sensitive information – directly in the app. This ensures that technical details are documented accurately and securely.
- **Emergency alert & panic button:** Trigger an alarm with a single click that overrides all mute settings. The panic button automatically transmits your location and a voice message – ideal for technicians and service teams working alone in sensitive or remote areas.
- **Push–to–talk & broadcast:** Voice messages play automatically in the chat, and broadcasts allow you to reach hundreds of recipients at once – ideal for situation updates or safety alerts.

- **Live locations & augmented reality:** Track where your teams are in real time and within the surrounding environment – for efficient coordination and fast response times for mobile teams.
- **Map editing:** Mark up to 10 points of interest on maps, such as fault locations, danger zones, or assembly points. Thanks to integration with ArcGIS (ESRI) or other geographic information systems, you can maintain situational awareness at all times.
- **Read receipts & acknowledgements:** See immediately who has read important instructions or fault reports.

Your advantages

- **Improved responsiveness** and resilience in crises and disruptions: your communications will work when it matters most
- **Structured, traceable communication:** Achieve results in seconds instead of minutes in emergency situations
- **Reliability** thanks to redundant cluster servers and the highest SLAs: Teamwire is independent of your IT systems (email, MS Teams, telephone infrastructure)
- Improved, **more efficient communication and collaboration** between teams, strengthening internal workflows.
- **Protection of sensitive company and personnel data:** Hosting in Germany or on-premises, zero-trust security model, full encryption including metadata, comprehensive data protection, and ISO 27001 certification.
- **Professional administration** and audit compliance: Centrally control all users and devices with ease.
- **Compliance with regulatory requirements** (NIS-2, Critical Infrastructure Umbrella Act, GDPR)
- Relief for control centres and crisis teams, as well as **improved employee satisfaction and safety** (protection for lone workers)
- **Available for all devices:** iOS, Android, Windows, Mac, Linux, Web
- Personal **English- and German-speaking support**

Use cases

- Easy exchange of digital content (e.g., documents, photos, videos) and location data
- Quick coordination in real time (1:1 or group chats)
- Fault management during power failures
- Crisis communication during cyber attacks and IT failures
- Team communication during major disruptions
- Alerting all employees in emergencies and critical situations (e.g., bomb discovery)
- Coordination of maintenance work
- Protection of lone workers (fitters, technicians)
- Coordination between the control centre, response teams, and management
- Secure WhatsApp alternative for everyday work
- Internal communication between engineering, IT, and management
- Acceleration of workflows through integrations and chatbots.

Teamwire is more than just a secure messenger. It is a strategic communication platform that enables energy suppliers and municipal utilities to remain operational even in emergencies. Ultimately, crisis–proof communication is not merely an IT technicality, but a cornerstone of modern and secure energy supply.

→ Learn more on our dedicated [page for energy suppliers](#)

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