EMERGENCY & MASS NOTIFICATION SOFTWARE REPORT

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Emergency and mass notification software is no longer used simply to share a piece of information with a wide audience quickly. Rather, it is a conduit for communication flows of all type. Deborah Ritchie looks at the developments and challenges in this changing market

The mass notification market is not a new one. During an incident or crisis, timeliness and quality of information transmission is paramount, and most large organisations' business continuity and disaster recovery plans feature an element that requires mass notification capabilities. Having a system that transmits accurate and authoritative information to the right people at the right time – which can be more difficult than it sounds – is a valuable tool for any company. Harnessing the power of incoming communication or messaging allows organisations to make informed decisions quicker, ultimately reducing the time it takes to act with confidence. But mass notification software is beginning to be seen as more than just a means of communicating throughout an incident, and the business benefits of these other purposes merit close attention.

Among the most significant influencers in this marketplace is found in the publication of ISO 22301 – specifically in the need for organisations to implement, monitor and review their business continuity plans, of which crisis communications is a major part. For those organisations familiar with the former standard BS 25999, the seasoned practitioner will know that this new standard adopts a much broader approach to the topic of warning and informing. Managing director of F-24, John Davison believes ISO 22301 to be a particularly hot topic in terms of the way notification solutions integrate with social media communications. And this extends to many different types of user.

"F24 has customers such as Unicredit Bank, Lufthansa, Ryanair, TNT Worldwide Express, Imperial Tobacco, BMW and Mercedes Benz Daimler all whom have differing forms of data integration with our FACT24 notification solution including social media scanning," says Davison.

An increasingly varied customer base, coupled with a growing range of uses for this kind of software is creating a dynamic market.

"Mass notification software is becoming broader in use across a range of business units and integration with planning and incident management tools together with data mapping and HR databases ensure that the solutions become fully integrated within an organisation rather than a separate stand-alone system," says Trevor Wheatley-Perry, managing director of software provider Vocal.

"With the increasing number of information channels available emergency and mass notification software beginning to take taking a role in media and information management, social media scanning and interpretation and every manner of corporate communication during an incident from a single interface accessible anywhere."

The impact of increased focus on planning around the Olympics can also be seen among those organisations that began to rethink the way they deliver their notifications. iModus was selected as the business communication and incident management tool for the Games, and the engagement of the CSSC communication hub with every industry sector, through approved and identified sector leads provided the business community with timely, accurate and authoritative information, rather than rumour or social content. From the launch of the CSSC after trials in the early part of 2012 the reach of the system and the number of recipients and potential downstream contacts ensured that the

approach became the de facto method during this period. Successes like these create valuable legacy projects, ultimately opening minds to new possibilities.

Some observers note an increasing desire on the part of some buyers for more intelligent, targeted messaging. "Traditional mass notifications have tended to be static groups or broadcast lists but it is now possible to solicit real-time status information from staff in the field that can be used to dynamically affect or amend who receives broadcast messages, making for more relevant, targeted messaging," says Nigel Gray, director at PageOne, whose Flare solution is used by organisations across the public and private sectors. "Also prevalent is the use of location/mapping services to better manage and direct field-resource and improve incident response."

In an business environment with increasingly global workforces, and a rise in the number of home-workers, the issue of communicating with the lone worker must be addressed in a cost-effective and scalable fashion, making a real case for the integration of notification software. "Duty of care for vulnerable staff is a continued concern as a drive for operational efficiencies is pushing more flexible working practices or hours and more staff working alone," Gray adds. "Monitoring in a manner which is unobtrusive (people tend not to want to be tracked) and cost-effective is a challenge we've been

addressing with our Responder service."

Others in the market note a generally broader corporate approach to communication and emergency response, with users seeking greater efficiencies and consistency, including multinational organisations implementing technology globally. "Delivering local solutions within the governance of a corporate framework requires a full understanding of what the division and the corporate entity are striving to achieve," explains Wheatley-Perry. "Furthermore as more units have access to such systems they are being adopted for a wider range of applications, from IT through to integrated alerts within security or fire alarm systems for example. The diversification of uses ensures that the business unit benefits from a greater degree of familiarity resulting in less training and an overall decrease in proportional costs."

Location is becoming less relevant in this market as organisations in every corner of the globe embrace best practice and raise their emergency response standards. Ultimately, it is the ability to keep customers connected, even under extreme load and circumstance which separates emergency and mass notification providers from other communication providers such as SMS

gateways and message aggregators.

Says Wheatley-Perry: "The common factor as the market develops is one of assurance. As communication process become more personally configurable, sophisticated and further integrated with business as usual activities they are still underlined by the need to ensure delivery and be accountable of each piece of business critical information."

Criticall CEO, Ian Hammond believes that in some corners of the market, some customers – particularly first time buyers – may not know what they need from their notification solution. The list of clients depending on their systems includes KPMG, BP, AstraZeneca, Nomura, Commerzbank, Standard Life, Fidelity, National Grid and Marks & Spencer, further demonstrating just how diverse customer requirements and characteristics are becoming in this market.

Hammond identifies a further challenge in users gaining confidence through getting to know the system they finally choose. "We have a package that is only used for emergencies, which entails it own degree of risk as users don't get used to it." KPMG are thought-leaders in this regard, he adds, testing the system once every six months, to instil confidence in the system among staff.

Specific implementation challenges exist in some locations, including hosting regulations, network limitations and communication approval and differing data protection rules. Most countries have their own unique challenges. The US, for instance, enforces a stringent approval process prior to a provider implementing mobile SMS solutions, which, once passed, ensures that an organisation has approved and consistent messaging capabilities – a worthy endgame, most readers will agree. Integration with other systems is something that also needs to be addressed, as well as data integration, two challenges that, despite the progress made in this market, will continue to be both the opportunity and the risk in messaging.

iModus
communication | management | planning

Emergency notification
Business continuity
Plan management

Incident management
Crisis lines and telephony
Lone worker

Choosing the right notification system for the London 2012 Olympic-Paralympic games.

This summer, the eyes of the world were focused on London, as the capital provided the main stage for the remarkable London 2012 Olympic-Paralympic Games.

Working together to keep everyone safe

A key part of achieving this was the new partnership between the government, Metropolitan Police, City of London Police, Home Office, London First, and business sector groups: the Cross-sector Safety and Security Communications Partnership (CSSC).

Integral to the success of the CSSC was the implementation of a notification and incident management system and in June 2011 a set of requirements were specified and a tender produced.

Three main reasons why iModus was selected by the CSSC:

1. Communication is the core function of iModus which is widely recognised as a vital aspect of this product. The ability to communicate was critical and iModus is well known for its proven message broadcast capabilities.

2. iModus has an established foot print across a number of police services and local authorities. The CSSC became aware that many larger corporate organisations use iModus or are aware of it, meaning training requirements would be reduced.

3. Throughout the process one representative at Vocal worked closely with the CSSC to adapt and deliver a solution. The flexibility of the wider Vocal team helped tremendously in developing a wider and more versatile product to support their wider industry sector lead audience.

Using iModus - the award winning notification and communication suite

iModus is at the centre of the project and mirrors the CSSC's processes to facilitate tier one communications from the CSSC Hub: the National Olympic Co-ordination Centre, Metropolitan Police, City of London Police, London Resilience Team, Home Office, Transport for London and business liaison officers to Industry Sector Leads, enabling them to quickly cascade approved information to relevant contacts and organisations, therefore reaching millions of people across the capital and beyond.

The CSSC has complete control of message delivery and a sophisticated sequence that matches recipients working pattern. Recipients can confirm receipt of messages, respond and ask questions back to the hub, engaging in conversation and ensuring accuracy of information, all in real-time.

Register your business for free industry sector information and updates
www.vocal.co.uk/cssc/industry-sectors

An enterprise wide messaging solution

'iModus was implemented several years ago to provide a real time crisis notification solution. We have now extended the system to enable our IT, Corporate Comms, HR and Facilities teams to have access ensuring that we get the absolute best value from our investment.'

FTSE 100 Insurance Company

iModus — a guarantee that processes are followed

'Using Incident Workflow during an incident ensures a seamless, structured process to follow when information and time is critical.'

Global Banking Corporation

iModus — ensuring that nothing gets missed

'Incident Log is a superb piece of software that even in its first iteration is probably one of the biggest steps forward in major incident response for years.'

Leading NHS Trust

Global connectivity, local experience

vocal

...iModus the multi-award-winning
business continuity and communication suite

Enterprise Wide Notification

- Messaging
- Interact
- Crisis Lines
- Call Manager
- Message Call
- Safe Call
- Capture Call
- Conference Call

Business Continuity

- Plan Management
- Plan Viewer
- Plan Store

Incident Management

- Incident Log
- Incident Management
- Incident Workflow

Emergency Planning

- iContinuity
- Fixed Asset Management
- Warn & Inform

Lone Worker

- Locate
- Red Alert
- Amber Alert

I can see what's going on at any point during an incident

Management view
www.vocal.co.uk/freetrial4

vocal

Emergency & Mass Notification software Report

Your guide to emergency and mass notification software

iModus
Vocal

For the past 10 years Vocal has been a leading provider of emergency notification, on demand messaging, business continuity and incident management systems to some of the world's largest organisations to help them to communicate, plan and manage their response to any business situation or day-to-day communication requirement.

Vocal's multi award-winning iModus platform is supplied as a SaaS, modular and scalable form designed to make it flexible enough to match any end user requirement, operational needs, size, structure and budget. iModus operates in over 85 countries. Its multilingual interface together with local rate numbers and a wide range of configurable options gives organisations a global tool while end users receive a local experience.

Vocal was selected to provide the emergency notification and incident management solutions for the 2012 London Olympic & Paralympic Games. iModus is used within the private corporate and public sectors across a wide range of industries including finance, insurance, retail, education, manufacturing, transport, construction, pharmaceuticals and utilities. It is also used within the highest levels of central and local government, NHS, commerce and the police, ambulance and fire services .

With iModus, users can seamlessly manage communication, data, documents and plans online within a resilient, protected and fully secure and encrypted environment that is subjected to approved third party penetration testing to ensure customer data integrity.

iModus has five key modules:

Emergency Notification The comprehensive on-demand messaging modules provide a global and powerful communication engine capable of dispatching millions of messages an hour. Messages can be two-way, broadcasted, sequenced or polled in real time through a range of methods including SMS, voice, text to voice, email, BlackBerry PIN, pager and iModus Mail. Every message sent has a delivery status, is time and date stamped and is recorded into a live audit history system.

Crisis Lines and Telephony The easy to use modules ensure a high availability telephony system enabling a global reach for conference call and crisis line solutions. In 2012 Vocal launched Call Manager, the industry's first IVR builder application, enabling organisations to map and manage the flow of calls through their organisation.

Business Continuity and Plan Management Thesse powerful modules increase the availability of plans for users wanting more than notification alone. Three powerful modules; Plan Management, Plan Viewer and Plan Store to help manage, update, control versions, develop and share plans, other documents and resources online.

Incident Management The versatile modules; Incident Manager, Incident Log and Incident Workflow provide a commanding, clear and concise overview of up-to-date information on the status and progress of incidents and tasks. The modules allow uers to know what has happened and when to manage and respond, protecting people, assets and reputations.

Lone Worker The intuitive module: Locate is straightforward to use and provides a secure method of identifying where key staff are when an incident occurs. Staff can trigger red and amber alerts from any BlackBerry device which can be integrated into the Emergency Notification modules and mapping feature within iModus for added functionality.

vocal.co.uk
vocal.us.com

I can co-ordinate a response across the globe

Global system

www.vocal.co.uk/freetrial5

vocal

AI Notify
AI ControlPoint

AIControlPoint

AI ControlPoint's notification module, AI Notify combines a simple and user-friendly interface with powerful management and reporting capabilities. The AI Notify module allows for rapid notification by SMS, email, pager, text to voice and pre-recorded message, ensuring users can update the relevant people irrespective of device.

The system can be combined with an easy to use daily issue logging dashboard and customisable forms to enable users to automatically notify the relevant people based on pre-defined notification profiles, ensuring maximum efficiency and allowing greater visibility of common issues.

AI Notify can also be used for ad hoc notification, enabling users to contact individuals or groups with either free text or from pre-defined message templates.

Recipients can respond to communications sent from the AI Notify module and all responses are visible from within the system. AI ControlPoint also provides the facility to report on all data captured within the tool, providing customised and export-able management level reporting.

The AI Notify module is used by such organisations as easyJet, IHG, Petrofac, Subsea7 and Thomas Cook.

These modules form part of AI ControlPoint's lifecycle solution for incident management, which also includes daily issue logging, relative response, media communications management, a virtual incident room and reporting.

aicontrolpoint.com

Alert Cascade ENS
Safeguard Communications

SAFEGUARD Communications

Organisations from a wide variety of industry sectors use Alert Cascade ENS to deliver effective communications and response to business disruptions, crisis situations and incidents.

This award-winning service is also used by chemical companies, nuclear installations, the Ministry of Defence and Category 1 responders for warning and informing the public. Branded as Informer ENS for this market, the product is referenced in a case study on emergency preparedness communication solutions in the Cabinet Office publication, *Communicating with the Public.*

Key features of the solution include two-way voice, SMS, email and pager notification, information hotline (for staff, media and public dial-in message updates), conference call, roll call, time of day call plans, rostering staff shift patterns, mobile web pages (WYSIWYG web builder) for quick deployment of information to the internet, plus provisioning of dedicated landline and mobile/SMS numbers for each client. This allows message recipients to see the origin of the call, meaning no unknown or international phone numbers, a feature that dramatically increases the overall notification success rate of transmissions.

Alert Cascade ENS is fully compliant with BS 25999, Data Protection Act 1998 and hosted in three geographically dispersed UK datacentres. Shared or dedicated capacity is available on a 99.999% service level.
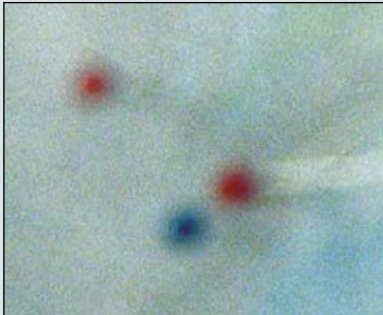
Charges are one-off set-up fee, followed by a monthly subscription plus call and/or SMS costs.

alertcascade.co.uk

AlertManager
SpectraRep

SpectraRep offers a range of emergency communications and public safety solutions, in both hosted and standalone formats. AlertManager is a fully integrated network-centric emergency notification system, which uses satellite technology and existing terrestrial broadcast television signals to provide advanced alert and warning capabilities to public sector organisations as well as private enterprises.

ActiveAccess Desktop Alerting was designed to address the confusion of text and email messages with an alert tone and text pushed straight across the computer desktop. The solution now has 300,000 users among private companies and US government, as well as universities, educational institutions and first responder organisations.

IncidentOne delivers data direct to first responders using digital TV signals, taking advantage of their native one-to-many wireless delivery. This allows content to be transmitted even when other networks are clogged up by a sudden spike in usage demand following an incident. The solution effectively provides an additional layer of redundancy and resilience to existing public safety communications networks, with live video, files and alerts deliverable anywhere that can receive the broadcast signals, yet all content is encrypted and targetable.

spectrarep.com

Bamboo
Deloitte

Deloitte's mobile incident response offering, Bamboo, is a recent entrant to the market, winning the 2012 Business Continuity Award for Most Innovative Solution. The software is loaded onto mobile devices as an easy to use and secure app that enables teams to manage an incident in real time, regardless of location or connectivity. Bamboo uses all of the communication options available through the telecommunication data layer, supporting voice, SMS, email, data and BlackBerry PIN. As a result, incident response times are improved through fast and effective two-way communication. Bamboo can be offered either as a SaaS solution or an on-site (self-hosted) solution and is supported on iOS (iPhone/iPad), BlackBerry, Android and Windows Phone 7 platforms. A centralised command console allows control over key business continuity functions, such as plan and document management and maintenance of personnel groups. This provides users with access to the most up to date information, appropriate to their role in dealing with and managing an incident.

Bamboo provides auditing functionality that can be used to support post event analysis and lessons learnt discussions. All actions completed on the handset as well as messages sent and received via the application are logged.

The command console allows "are you safe" type messages to be sent en masse, which can be monitored to track responses and allow efforts to be concentrated where they are required in the event of an emergency.

Bamboo also has an alert button, which can be used to indicate that assistance is required. A notification is sent to the central console as well as any number of nominated individuals, who can then use the solution to contact the originator.

deloitte.co.uk/bamboo

eCobalt
Cobalt

Cobalt is a new integrative database type platform engineered to support organisations in their business continuity and crisis management efforts.

This web-based tool helps users create, document and update all elements of an effective business continuity plan, generate a wide variety of reports in both Excel and PDF formats based on specific information filters, and stay informed through pre-determined automatic notifications. It also allows users to create and maintain a hierarchy of tailored user access levels.

The various pieces of information from the database are used in the mobile-based crisis management tool by the crisis management team and business unit managers to signal an incident and describe its nature, consequences and location; identify impacted business sites and functions; instruct managers if and when to deploy business continuity strategies; mass communicate and receive real time updates and instructions; and track the level of completion of plan actions, as well as the recovery delays and support requirements.

Cobalt uses of the latest in web technology (PHP5, HTML5 and CSS3), merged with a MySQL database and mobile technology. It is compatible with all recent web browsers as well as smartphones and tablets.

e-cobalt.com

EmergencyCall & XpressCall
Criticall

Criticall
first for notification

Criticall's EmergencyCall notification solution is a hosted, cloud-based SaaS solution, used in the financial, retail, petrochemical and pharmaceutical sectors. Criticall has also introduced a lite version of the solution for the SME market.

EmergencyCall's audit capabilities incorporate second by second tracking of system user and recipient responses, including SMS delivery receipts and replies, with the ability to drill down into online reports in detail or to extract spreadsheets for offline manipulation and presentation.

EmergencyCall can contact different types of people to notify them of the same incident, but deliver a different message to each individual or group. Alert messages are delivered in voice or text to any combination of phone, mobile, fax, pager or email – based on personal contact profiles stating where, when, how and in which language they can be contacted.

Criticall also offers enterprises the machine to machine alerting service XpressCall, enabling all a client's internal digital systems to be connected directly to Criticall's global messaging network.

SOAP and Perl-based application programming interfaces (APIs) mean Criticall's solutions can be integrated with any business continuity software, along with various building management, fire alarm and SCADA (industrial facility monitoring) systems.

Criticall has achieved accreditation for both ISO 9001 and BS 25999.

criticall.co.uk

Everbridge Platform
Everbridge

Everbridge provides interactive communication and mass notification solutions to organisations in all major industries and government sectors. The Everbridge solutions suite combines interactive visibility and mass notification, allowing organisations to deploy a closed loop communications strategy around critical activities.

Everbridge Mass Notification combines notification capabilities with rich mapping and geo-targeting options in a single solution.

Everbridge Interactive Visibility gives administrators a single interactive communications console to monitor and gather intelligence from various social media and internal data sources.

The new Everbridge solutions suite simultaneously integrates social media networks and mobility to expand the reach and increase delivery of important, often life-saving, communications during major events. Everbridge solutions increase connectivity to key audiences, automate communication processes and integrate recipient feedback, data feeds, and social media in a single communications console.

everbridge.com

F24
FACT24

FACT24 is a notification and crisis management solution used by over 500 corporate entities across virtually every sector. The product is hosted as a cloud-based solution and the company F24 is BS 25999 and ISO27001 certified. FACT24 delivers thousands of simultaneous two-way notifications with real time reporting on each delivered communication. One-touch activation for telephone conference calls enables key stakeholders to define actions and take time critical decisions. A telephone information hotline capability enables users to dial into FACT24 to receive the latest status update for an ongoing incident, with customisable message content.

FACT24's incident management component, Case Manager provides real time incident management logging capability through any communication device, including social media. All related actions and decisions are logged centrally to provide secure yet simple access for audit and reporting purposes.

F24 offers provision for regular testing and exercising of call cascades in line with business continuity objectives and ISO standards. With a recently redeveloped front end, FACT24 provides intuitive administration and simple activation of crisis alerts driven by a step by step wizard. The product can be easily integrated via API interfaces to business continuity, HR or facility/security management systems. Support for global organisations with its multilingual offering, and can be tailored to local requirements. FACT24 has been used throughout 2012 during public sector strikes, protest marches, Olympic resilience planning, weather-related incidents, IT outages and general denial of access to buildings.

f24.com

Flare
PageOne

This cloud-based notification system provides users with the tools to manage and coordinate staff and resources more efficiently. Notifications can be sent to individuals and groups using any combination of SMS, email, pager, smartphone and landline. Features include powerful smart filters and smart group multi-network broadcast capabilities, scheduled templated messaging, escalation-based messaging and location-based services for asset management and proximity-based notifications. Flare can also be extended to offer a workforce management and emergency response service in addition to a voice broadcast and conferencing services.

Flare offers extensive auditing and reporting capabilities, which illustrate the exact real time delivery status. An optional SOS alert function combined with the GPS location capability offers additional support for lone field operatives. An optional Lone Worker module, with status dashboard, provides audited monitoring of staff at risk, delivering automated periodic reminder alerts that must be acknowledged by the user, without which an SOS alert is auto-generated.

PageOne specialises in integrating communications with existing command and control centres and offer a variety of connectivity options for more complex integration requirements. Clients include local and central government, MoD, NHS, educational establishments, financial institutions, transport, rail, retail, ICT, utilities and pharmaceutical companies.

pageone.co.uk

Hiplink
Hiplink Software

HipLink wireless emergency alert paging software provides law enforcement, fire departments, and emergency dispatch centres with SMS text, voice and fax messaging capabilities to virtually any device (including smart phones, pagers, faxes, radios, iPads, email, computer pop-ups, digital display and sirens). HipLink expands the reach of computer aided dispatch (CAD) systems beyond dial-up and email for wireless dispatch of emergency messages.

HipLink can integrate with any CAD system to provide the automatic wireless paging and messaging component adding advanced functionality with message filtering and grouping features. Whether enabling emergency messaging to thousands of people in cities and universities, ensuring hospitals, fire departments, airports, and other institutions can quickly notify responders and volunteers, or integrating with help desk and other business software for wireless paging to ensure customer service levels, millions of people have benefited from HipLink.

HipLink Software was founded in 1993 with corporate headquarters in Silicon Valley. HipLink continues to demonstrate a high commitment to its customers, while introducing numerous technological innovations. HipLink Software has been the premier provider of software for wireless text and voice communication to global organisations of all sizes for over fifteen years.

hiplink.com

inEnterprise Intelligent Notification
MIR3

MIR3 has developed its inEnterprise Intelligent Notification solution over the course of nine years, with major contributions from clients operating in sectors including financial services, insurance, energy, pharmaceuticals, telecoms, utilities, retail, manufacturing and US government agencies including NASA and the US Departments of State, Defense and Energy.

The solution is available in SaaS, on-site or hybrid deployments. A web services API allows easy and flexible integration with legacy systems, including business continuity software.

MIR3's Enterprise Service Bus facilitates automated workflow between Intelligent Notification and other applications to manage event-driven notifications and reporting.

MIR3's technology is often used during widely publicised weather events and emergency political and social interruptions for some of the largest companies in the world.

Clients include the American Red Cross, Impact Weather, Penn University of Pennsylvania, Drexel University, Southwest Texas Regional Council for Trauma and the Center for Disease Control and Prevention.
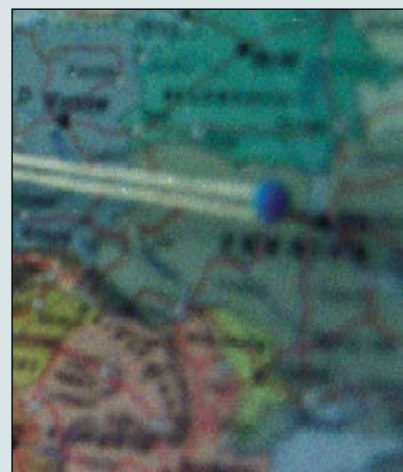
mir3.com

Intersec Solutions
Intersec

Intersec develops mass intercept and targeting along with instant geolocated communication solutions. These solutions are supported by products specifically designed to meet the mass alerting needs of public institutions.

Intersec's Alerting Solutions have been designed for emergency caller location, abduction alerts, natural and man-made disasters, to locate and inform from one to millions, within seconds. The technology is deployed within the operators' core network, enabling users to analyse the number of people located in a precise area and reach them with multi-channel and targeted communications. Intersec develops its alerting solutions in response to the increasing concerns around the use of mobile operators' infrastructure.

The technology is fully compatible with current mobile networks, can be deployed quickly and doesn't require huge investment costs. Intersec Alerting Solutions enable mobile operators' networks to deliver for business while supporting alerting needs.

intersec.com

Notification Center
MissionMode

Situation Center and Notification Center were launched in 2003; EarShot in 2012. MissionMode releases upgrades to these web-hosted applications several times a year. The upgrade process is designed to be transparent to users, and requires no changes to their systems.

A permanent time-stamped audit log is kept of all notification messages, delivery status, recipient acknowledgements, message authors, and user account actions.

EarShot combines a new mobile messaging app and web-hosted console with an emergency notification system. It provides rich, two-way communication using forms, photos and GPS location services, even when voice and SMS circuits are not functioning.

The Notification Center includes such capabilities as recorded voice alerts, different messages for different devices in one alert, GIS mapping and a true global infrastructure. Through its API, the Notification Center and Situation Center can be integrated with all systems and software that support standard methods of data exchange.

EarShot enables a detailed two-way dialogue. The mobile app communicates through unlimited text, form fields, checklists, photos and GPS location. The system also includes a complete emergency notification system for simple communications devices.

MissionMode supports various industry standards including ISO 22301, the recently introduced PAS 200 and ISO27000. It adheres to the European Directive on Data Protection, the UK Data Protection Act, and the USA/EU Safe Harbor certification.

missionmode.com

NotiFind
SunGard Availability Services

SUNGARD®
Availability Services

NotiFind is an automated emergency and incident notification system that provides fast and effective two-way global communications across multiple delivery channels. NotiFind is the only automated emergency and incident notification system designed to integrate directly with LDRPS. It is also part of SunGard's Continuity Management Solution. NotiFind's feature set blends together interactive outbound and inbound communication for many purposes including business continuity, disaster recovery, incident management, IT, employee safety, business operations, supply chain disruptions, workforce continuity, and facility security, among others.

The speed and interactive nature of the communication helps organisations effectively inform, instruct, gather data from and account for key teams, groups, and other personnel. The data gathered helps organisations make more informed decisions which can lead to improved response and recovery times

NotiFind is a highly configurable solution that can be customised to meet individual user needs and is available in two main versions: NotiFind Professional provides clients with a powerful, reliable and easy to use tool to manage their multi-channel interactive outbound communication activities. NotiFind Enterprise provides clients with the robust features included in Professional, combined with the enhanced interactive inbound communication capabilities of Message Center. Message Center help's clients create a virtual bulletin board that can be accessed via the phone and web. This blended solution provides a full end-to-end offering.

sungard.co.uk

RapidReach
Enera

More than 400 organisations worldwide now use Enera's RapidReach solution, in sectors including finance, military, energy, chemical manufacturing, IT, transportation, healthcare, education and local government.

Call-outs can be defined and initiated by users in various ways during an incident. Manually created, or based on a pre-defined template, RapidReach can be initiated from a local PC /server, the internet or, remotely via touchtone phone. They can also be activated at predetermined intervals, as scheduled, by external systems or by email.

Important management information including estimated time of arrival is provided through specific responses from recipients and available resources / skill sets can be determined using the allocation of attributes to personnel. Users can also create specific call-out teams dynamically based on these attributes.

A collaboration option helps implement the next steps once emergency messages have been sent and makes important information accessible to the individuals that need it. Users can also add documents or text, or create links on a shared bulletin board. A call-out engine allows users to drive call-outs or notifications from an existing system, so the software can be run as a background call-out service alongside existing systems.

This product has been integrated effectively with a number of business continuity solutions via its data connection platform (DCP), which enables automatic updating of contact information from any existing system. RapidReach is hosted at Tier 1 Telecom facilities and Tier 3 datacentres around the globe.

rapidreach.co.uk

Shadow-Planner
Phoenix

Phoenix is one of the best-known names in business continuity and Shadow-Planner one of the best-known business continuity offerings. Choosing to use the notification module within Shadow-Planner as a notification solution means end users benefit from a complete, fully integrated business continuity solution, with notification plans and capabilities linked directly into business impact analysis (BIA) and planning processes.

Shadow-Planner's notification module includes support for two-way email and SMS notification messaging, with interfaces designed to link to MIR3,F-24 and Vocal notification solutions if desired.

One of the solution's most important features is what Phoenix calls 'perspectives', an element that allows end users to model their own data partitioning, so that particular areas of the company's hierarchy or geographical organisation will only see data relevant to them, increasing focus on the business continuity or notification processes most important to that part of the organisation, as well as reducing information overload.

The solution is usually provided on a hosted basis, although on-premise delivery is also possible.

phoenix.co.uk

Swift 911
Swiftreach Networks

SwiftReach Networks has been providing enhanced communication services for counties, municipalities, school districts, government agencies, organisations, assisted living facilities and businesses since 1996. The service is commonly used in such critical situations as placing millions of calls during hurricanes and blizzards, or for service announcements, such as communicate schedule changes to a mass audience.

The Swift911 Emergency Notification Service is an entirely hosted service that can be launched through virtually any device to reach anyone via any device 24 hours a day. High-speed outbound notification options are supplemented by an inbound call response service that can address a high volume of traffic.

The application programming interface, SwiftAPI, is designed to make it easy for software providers to incorporate outbound mass notification and inbound high-capacity call handling into an application without having to invest and manage a telecom infrastructure.

swiftreach.com
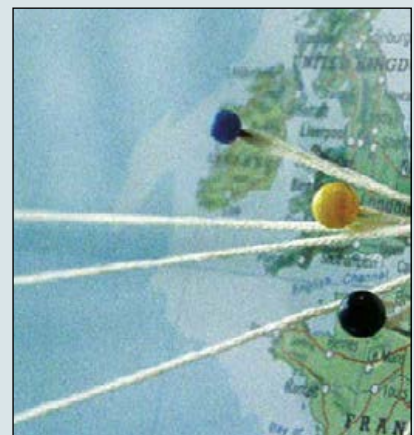
EMERGENCY NOTIFICATION SYSTEMS - Supplier Directory

vocal

Vocal Headquarters, 846 The Crescent
Colchester Business Park
Essex, CO4 9YQ, United Kingdom

Call: 0800 035 0081 (UK)
1-877-201-1213 (US)

Visit: www.vocal.co.uk
www.vocal.us.com

Email: info@vocal.co.uk

For the past 10 years Vocal have been a leading provider of emergency notification, on demand messaging, business continuity and incident management solutions to some of the world's largest organisations. Vocal's systems help organisations to communicate, plan and manage their response to any business situation.

Vocal's multi award winning iModus system is a scalable and flexible platform to match any requirement, operational need, size, structure and budget. With iModus you can seamlessly manage communication, data, documents and plans online within a resilient, protected and fully secure and encrypted environment.

iModus operates in over 85 countries across a wide range of industries, including finance, insurance, retail, education, manufacturing, transport, construction, pharmaceuticals and utilities. iModus is also used at the highest levels of central and local government, NHS, commerce and emergency services and, was also selected as the emergency notification and incident management solution for the 2012 London Olympic-Paralympic games.

Emergency Planning Awards: Winners: Most Innovative Product of the Year 2012, Most Innovative Solution of the Year 2010. Finalists: Most Innovative Solution of the Year 2011. The Business Continuity Awards: Winners: Most Innovative Product of the Year 2008. Finalists: Specialist Company of the Year 2012, Specialist BC/DR Company of the Year 2011. Most Innovative Solution of the Year 2012, 2010 & 2009. Crisis Strategy of the Year: 2010. Business Continuity Planning Software of the Year 2012 & 2011

AIControlPoint

AI ControlPoint
32 Bedford Row
London WC1R 4HE
Tel 0207 400 0480
www.aicontrolpoint.com
info@aicontrolpoint.com

ControlPoint is a suite of sophisticated management software designed specifically for the prevention and containment of incidents.

ControlPoint modules provide support for the escalating stages of a problem, which together deliver complete cover for the management of any size of issue.

- **AIDashboard** captures details about an incident and automatically shares key information with the relevant staff.
- **AIControlPoint** replicates your physical incident room for remote access and real-time decision making, significantly reducing response times.
- **AINotify** alerts staff and contractors via secure SMS, email, pager & voice of key incident information.
- **AIAFP** instantly lets you know the location and condition of all your staff and contractors.
- **AILearning** delivers online training and reports on all information within the system. Interaction with the system is recorded and logged for use in de-brief and training.

Trusted by leading organisations including easyJet, Thomas Cook, ING, Petrofac and the Foreign Office, ControlPoint is a solution you can be confident will support your business when you need it most.

SHADOW PLANNER

Call +44 (0)844 863 3000
Email enquiries@phoenix.co.uk

Visit
phoenix.co.uk

phoenix

Shadow-Planner is an award winning Software-as-a-Service solution that streamlines structured Business Continuity Management to make it quicker, more efficient and cost effective.

The solution comprises a suite of integrated software modules designed to support the BCM lifecycle. It helps firms of all sizes achieve strong and effective business continuity plans that are continually updated. Shadow-Planner Emergency Notification functionality and Mobile Device access to plans now provides organisations with powerful Incident Management tools.

Organisations in the financial services sector, public sector and others in regulated industries have used Shadow-Planner to help comply with business continuity standards such as BS25999 and other specific codes of practise.

Key features and benefits of Shadow-Planner include:

- Hosted Software-as-a-Service - allowing predictable budgeting, minimal set up costs and no additional strain on your IT resources
- Facilitates Speedier Recovery - in the case of an incident or disaster, avoiding downtime and the costs of lost business
- Company-wide Resource - so that information is shared, avoiding data silos
- Fully International and Multilingual
- Support for all aspects of the BCM Lifecycle - including compliance with standards such as BS25999 and other industry specific codes
- Intuitive Interface - making it easy to use - even on an occasional basis, by personnel with no specialised IT or business continuity knowledge
- Task Management - system-generated reminders and automatic escalation using workflows, ensure the BC plan is kept up-to-date, with an audit trail to demonstrate compliance
- Browser-Based - quick and easy business-wide deployment means it's accessible always and everywhere
- Strong Security - your data is safe, with security built into all aspects of the solution
- Business Impact Analysis - helps identify the most critical processes, perform gap analysis to compare recovery point objectives vs achievable times, identify peak and normal recovery requirements
- Software Commissioning and Project Management - available from our highly qualified and experienced professional services team
- Mass Notification and Message broadcasting and response tracking via SMS and/or email directly within Shadow-Planner
- Shadow-Planner's unique perspective filtering feature allows message recipients to be accurately targeted and responses can be tracked and viewed in real-time
- Seamless integration to mainstream notification systems such as MIR3, Fact24 and iModus also available

Contact Phoenix to find out more about the unique benefits of Shadow-Planner. Call 0844 863 3000 email enquires@phoenix.co.uk or visit phoenixitgroup.com/shadow-planner
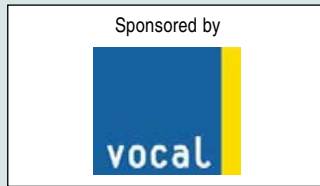
Information is always available to our stakeholders on demand

Information sharing
www.vocal.co.uk/freetrial12

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	iModus / Vocal	AI Notify / AI ControlPoint	Alert Cascade ENS / Safeguard Comms	AlertManager / SpectraRep	Bamboo / Deloitte	eCobalt / Cobalt	EmergencyCall / Criticall	Everbridge Platform / Everbridge	F24 / FACT24
PRODUCTS									
Incident management	•	•		•	•	•		•	•
Incident standard operating process control	•	•			•	•	•	•	•
Document storage	•	•			•		•		•
Document plan management	•	•			•	•			
Document versioning	•	•				•			•
Location based services	•				•		•	•	•
Lone worker alerts	•		•	•			•	•	•
Customisable mapping	•							•	
IVR									
Crisis lines	•		•			•	•	•	•
Two-way crisis lines	•		•			•	•	•	•
Conference call	•		•				•	•	•
Bridging to third party conference call	•		•				•	•	•
Customisable online IVR builder	•		•				•	•	•
Communication type									
SMS	•	•	•		•		•	•	•
Text to speech	•	•	•	•			•	•	•
Live voice broadcast	•	•	•	•			•	•	•
Plain text email	•	•	•	•	•	•	•	•	•
HTML email	•	•	•				•	•	
Email with attachments	•	•	•	•		•	•	•	•
Desktop alerts	•			•	•	•	•	•	
Radio pager	•		•				•		•
Blackberry PIN	•				•		•		
Fax			•				•	•	•
Message boards	•	•	•			•	•	•	•
Social media	•						•	•	•
Communication method									
Broadcast	•	•	•	•	•	•	•	•	•
Sequencing	•	•	•		•	•	•	•	•
Escalation	•	•	•		•	•	•	•	•
Customisable user filters	•	•		•	•	•	•	•	•
Audit & Reporting									
Real time message audit	•	•	•		•		•	•	•
Field validation	•	•		•	•		•	•	•
On line performance and data reports	•	•	•		•		•	•	•

My system fits with my processes not the other way around

Configurable system
www.vocal.co.uk/freetrial13
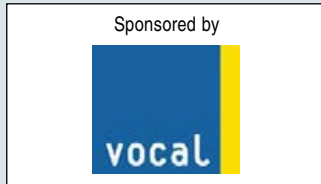
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Flare / PageOne	Hiplink / Hiplink Software	inEnterprise / MIR3	Intersec solutions / Intersec	Notification Center / MissionMode	NotiFind / SunGard Availability Services	Shadow-Planner / Phoenix	RapidReach / Enera	
								PRODUCTS
•	•	•	•	•	•	•	•	Incident management
•	•	•			•	•		Incident standard operating process control
•				•	•	•	•	Document storage
				•	•	•		Document plan management
				•	•			Document versioning
•		•	•	•	•	•	•	Location based services
•	•	•	•	•	•	•	•	Lone worker alerts
•		•	•	•	•	•	•	Customisable mapping
								IVR
	•	•			•	•		Crisis lines
	•	•			•	•		Two-way crisis lines
•		•		•	•		•	Conference call
		•		•	•			Bridging to third party conference call
•		•			•			Customisable online IVR builder
								Communication type
•	•	•	•	•	•	•	•	SMS
•	•	•		•	•		•	Text to speech
•	•	•		•	•		•	Live voice broadcast
•	•	•		•	•	•	•	Plain text email
	•	•	•		•	•		HTML email
	•	•			•			Email with attachments
•	•				•	•	•	Desktop alerts
•	•	•		•	•	•		Radio pager
•	•	•				•		Blackberry PIN
	•	•		•	•	•	•	Fax
	•	•			•	•		Message boards
	•			•				Social media
								Communication method
•	•	•	•	•	•	•	•	Broadcast
•	•	•		•	•	•	•	Sequencing
•	•	•		•	•	•	•	Escalation
•	•	•		•	•	•	•	Customisable user filters
								Audit & Reporting
•	•	•	•	•	•	•	•	Real time message audit
•		•		•	•	•	•	Field validation
		•	•	•	•	•	•	On line performance and data reports

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	iModus / Vocal	AI Notify / AI ControlPoint	Alert Cascade ENS / Safeguard Comms	AlertManager / SpectraRep	Bamboo / Deloitte	eCobalt / Cobalt	EmergencyCall / Criticall	Everbridge Platform / Everbridge	F24 / FACT24
Audit & Reporting									
Exportable PDF reports	•	•	•			•	•	•	•
Graphical statistics	•	•				•	•	•	
Downloadable monthly management reports	•	•				•	•	•	•
Customisable reporting and views	•	•				•	•	•	•
Text based templates	•	•		•		•	•	•	•
Voice based templates	•	•					•	•	•
Responses									
One-way	•		•	•	•		•	•	•
Two-way	•	•	•	•	•		•	•	•
Polling	•	•	•	•			•	•	•
Free text content response	•		•		•	•	•	•	•
Automatic messaging to non responders	•	•	•			•	•	•	•
Technical, security, support									
100% uptime contractual guarantees	•	•				•	•	•	•
24/7 helpdesk	•	•	•			•	•	•	•
Multilingual presentation	•		•			•	•	•	•
Multilingual voice prompts	•		•				•	•	•
Multilingual customisation	•		•			•	•	•	•
Selection of global time zones per user	•	•					•	•	•
Customisable languages	•		•	•	•				•
IP ownership - company owned	•	•			•	•	•	•	•
IP ownership - third party product							•		
Shared communication capacity	•	•	•	•			•	•	•
Customer dedicated capacity	•		•	•		•	•	•	•
Interface with third party products	•	•	•	•	•	•	•	•	•
Integrate message sending through third party	•		•	•	•	•	•	•	•
Integrate contact data updates through third party systems	•	•			•	•	•	•	•
Administration access rights limited by user profile	•	•	•	•	•	•	•	•	•
Restriction of products by administration rights	•	•		•		•	•	•	•
Delivery by SaaS	•	•	•		•	•	•	•	•
Delivery by software installation				•	•				
Minimum 2048 Bit SSL encryption	•	•						•	•
Multiple geographically disparate datacentres	•	•	•			•	•	•	•
System accessible through smartphone	•	•	•		•	•	•	•	•
Native smartphone application	•				•		•	•	•

Flare PageOne	Hiplink Hiplink Software	inEnterprise MIR3	Intersec solutions Intersec	Notification Center MissionMode	NotifFind SunGard Availability Services	Shadow-Planner Phoenix	RapidReach Enera	
								Audit & Reporting
•	•	•	•		•		•	Exportable PDF reports
•	•	•	•	•	•	•	•	Graphical statistics
•	•	•	•	•	•	•	•	Downloadable monthly management reports
•	•	•	•	•	•	•	•	Customisable reporting and views
•	•	•	•	•	•	•	•	Text based templates
•	•	•		•	•		•	Voice based templates
								Responses
•	•	•	•	•	•	•	•	One-way
•	•	•	•	•	•	•	•	Two-way
	•	•	•	•	•		•	Polling
•	•	•	•	•	•	•		Free text content response
	•	•	•	•	•		•	Automatic messaging to non responders
								Technical, security, support
		•				•	•	100% uptime contractual guarantees
•	•	•	•	•	•	•	•	24/7 helpdesk
•	•	•	•	•	•	•	•	Multilingual presentation
		•		•	•		•	Multilingual voice prompts
		•		•	•	•	•	Multilingual customisation
•	•	•	•	•	•	•	•	Selection of global time zones per user
•		•	•	•	•	•	•	Customisable languages
•	•	•	•	•	•	•	•	IP ownership - company owned
					•			IP ownership - third party product
		•		•	•	•	•	Shared communication capacity
•	•	•	•		•	•		Customer dedicated capacity
•	•	•	•	•	•	•	•	Interface with third party products
	•	•	•	•	•	•	•	Integrate message sending through third party
•	•	•	•	•	•	•	•	Integrate contact data updates through third party systems
•	•	•	•	•	•	•	•	Administration access rights limited by user profile
	•	•	•	•	•	•	•	Restriction of products by administration rights
		•		•	•	•	•	Delivery by SaaS
	•	•	•	•	•	•	•	Delivery by software installation
		•		•	•	•	•	Minimum 2048 Bit SSL encryption
•		•		•	•	•	•	Multiple geographically disparate datacentres
•	•	•	•	•	•	•	•	System accessible through smartphone
•	•	•	•	•		•		Native smartphone application

Criticall
first for notification

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You can tell a lot about a person by the company they keep. The same goes for us.

KPMG, JP Morgan Chase, Commerzbank, Nomura, Standard Life, Man Group, Marks & Spencer, AstraZeneca, ConocoPhillips and National Grid. Blue chip companies who are best practice and thought leaders in their respective fields. They come to us for notification services. If your own organisation would consider them as good company to keep, come and discuss your enterprise notifcation needs with us. As you can see, we have a good track record of helping out. We're the only company known to guarantee 99.995% service avail-ability. We're also ISO 9001 and BS25999 certified, so you can be sure your sensitive corporate data is safe in our hands. Contact our Vice President of Business Development, Justin Rhodes on 07960 197533, or email him at: justinr@criticall.co.uk . He'll be happy to arrange a personal demonstration. Alternatively, you can take your own product tour now at: www.criticall.co.uk/tour

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PageOne
CELEBRATING
25 YEARS
OF INNOVATION

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Web: www.pageone.co.uk

As a leading mobile technology provider and a Government-approved organisation, PageOne have become one of the UK's most trusted messaging specialists.

From routine administration to mission critical messaging, PageOne have successfully helped both corporate and public sector organisations become more efficient and responsive. With **Flare**, PageOne's award-winning suite of incident management and business continuity solutions, messages can be sent to a combination of mobiles, emails, landlines and pagers, enabling organisations to equip themselves with a secure and reliable communication platform. Multi-device delivery and multi-channel response presents users with a powerful tool to help manage resources more efficiently and make better-informed decisions. Whatever the business need, **Flare** offers the speed and resilience organisations can depend upon in the most demanding circumstances.

The **Flare** suite also contains some distinctive products, such as escalation, voice, smartphone, mapping and location-based services, and a unique IVR platform, which enables staff to register their status in the event of an emergency.

SUNGARD®
Availability Services

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USA Toll Free: 1-800-468-7483
as.software@support.com
www.sungardas.com

SunGard's Continuity Management Solution

Business Continuity Management made easy. And efficient. And reliable.
SunGard's Continuity Management Solution (CMS) is designed to maximise your time as a BC expert; by making the administrative management of BC as easy and yet comprehensive as possible. Instead of creating queries, pivot tables and ad-hoc coding you should be utilising and implementing:

- Easy-to-use wizards and templates allowing you to have the tool set up and functioning quickly and easily
- Intuitive management of the system with scheduling and ready-to-use reports allowing delegation and reminders to be set up at the click of a button
- Efficient use of data by eradicating duplication of information, time and workload by being a one-input system
- Import capabilities for all your existing plans to ensure your hard work and intellectual property transfers to your new improved BC tool.

The tools you want for the work you do.
Unlike other tools that BC managers traditionally find themselves using, CMS is designed for purpose. Its interface, functionality and end-goal are all designed specifically with Business Continuity in mind - taking the headache of admin and plan development away and leaving you with time to think smarter about the BC processes you oversee.

Harnessing more than 33 years of risk management expertise and 21 years of development, CMS comprises a number of powerful software modules including:

- **LDRPS**• - award winning* BC planning software
- **BIA Professional** • - intuitive BIA survey tool for overall strategic planning
- **Risk Assessment** - obtain a complete understanding of location based risks
- **NotiFind** - the complete crisis communication tool to stay in touch with staff
- **Incident Manager** • - virtual command centre for communications, tracking and monitoring of incidents
- **Vendor Assessment** - ensure your supply chain is resilient
- **Workforce Assessment** - discover and leverage your workforce's skills to recover
- **Test Management** - save time and money in pulling together and assessing test performance.

SunGard's CMS BCM Software is but one of our many award-winning* Information Availability solutions, avail yourself of our other services: Cloud Infrastructure, Managed Services, Continuity Consulting and Technical Consulting.

* Business Continuity Awards: Service Provider of the Year - 2011, 2010, 2009, 2006, 2005, 2002, 2000, 1999: Finalist - 2009, 2008, 2007, 2006, 2005, 2004, 2002, 2001, 2000; BCM Software - Finalist 2011, 2010, 2009, 2008; Most Innovative Product 2004 - LDRPS; 10th Anniversary Awards for Outstanding Excellence in Business Continuity - 2008
• Financial-i Leaders in Innovation Awards: Winner 2011, 2010, 2009, 2008, 2007 - Best & Most Innovative Disaster Recovery & Business Continuity Supplier

EMERGENCY NOTIFICATION SYSTEMS - Supplier Directory

SAFEGUARD Communications

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Mayfair, London, WIU 6PZ**

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Email: info@safeguardcomms.co.uk
www.safeguardcomms.co.uk**

Safeguard Communications (UK) Ltd is one of the country's leading providers of automated emergency notification solutions.

Leading UK and international organisations across all industry sectors rely on our award winning solution Alert Cascade to deliver effective communications and response to business disruptions, crisis situations and incidents and is the optimal communication platform for delivering your messages by voice and/or text messages to tens, hundreds or thousands of people within minutes.

Quarter 1 2013 sees the launch of a new version of Alert Cascade with enhanced iPhone, iPad and android applications along with social media notification feeds. Early 2013 will also see the introduction of a new product line up, enhancing our communications portfolio to include such solutions as additional SMS tools, DR telephony and Cascade Up telephony solutions.

For more information contact: info@safeguardcomms.co.uk

F24 COMMUNICATIONS-SERVICES

**F-24 UK Limited
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WD3 1RE United Kingdom**

**Tel: 01923 432 715
Email: office_uk@f24.com
www.f24.com**

FACT24 is Europe's leading alerting and notification solution used by over 500 organisations across the globe.

The web-based solution renowned for:

Speed - Notification via up to 480 parallel telephone lines simultaneously;
Flexible - Alarm scenarios stored and adjustable to varying incidents;
Security - High-availability systems and secure redundant structures;
Simple - Intuitive operation;
Global - All over the world, in a range of languages;
Crisis Management - Real-time incident management logging;
Adaptable - To suit basic or sophisticated business continuity programs;
Cost-effective - No software or hardware costs;

To receive a demonstration and have access to your very own 30 day pilot trial of **FACT24**, then please email: office_uk@f24.com and make reference to the CIR directory publication.

Cobalt®

**Cobalt®
687 St-Paul West #200
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H3C 1M3**

**Tel : +1 514-806-6368
Email: info@e-cobalt.com**

Cobalt® is the next generation of Crisis Management and Business Continuity applications every organization needs to properly plan for and react to the crises that threaten critical operations.

From gathering and updating all information needed to properly recover after disaster strikes, to efficiently taking decisions and communicating them to all concerned employees during a catastrophic event, Cobalt® is the essential tool that transforms data and ideals into concrete and applicable Emergency Management processes.

Combining web-based and mobile technology with Business Continuity and Crisis Management best practices, Cobalt® represents a new age where Business Intelligence meets strategic Emergency Management, and where any and all organizations have the proper tools and reflexes to avoid the devastating impacts of various calamities.

To schedule an online demo please visit www.e-cobalt.com