



X-on Emergency Alert Systems
Disseminate Information Quickly via SMS, Email, Voice

Outbound Contact Notification



Case Study - Outbound Contact Notification

Organization: A leading investor, developer and operator of world class, essential infrastructure assets.

As one of the largest UK private sector investors in healthcare, education, roads and infrastructure, this organisation wanted to source an Outbound Contact Notification solution to send emergency alerts to large numbers of individuals.

X-on were able to propose and supply X-on Alert, a hosted outbound contact notification solution, which included several departmental logins allowing different areas of the organisation to access their own contacts and prepare their own alert message scenarios. X-on Alert also allows them to alter existing scenarios to meet the demands of the alert in hand, via a secure web interface.

Outbound SMS messages, voice calls and emails are sent instantly to selected contact groups. These scenarios can be configured to prompt each user for a response, whether by voice call interaction (by using the telephone keypad), return SMS, or by clicking a link within an alert email connecting to a web form to fill out and submit a response.

Real Time Web View

These responses form part of the real time web view surveyable by the person who invoked the alert. Progress of the alert itself is also communicated on this screen. The responses gathered also form part of the subsequent report providing detailed information about the success of each method of contact used. This report is automatically emailed to this organisation for archival purposes.

The fact that X-on Alert also provides a phone interface, for invoking an alert from any touch tone phone by any permitted user with the passcodes, gives this organisation an extra level of assurance. In the unlikely event all their internet communication links are affected, perhaps by the situation in hand, the option of invoking by phone will continue to be available as long as they can make a call.

X-on's Alert service has been used effectively in live broadcasts several times by this organisation. The different methods of contact ensured that in each case most of the contacts were reached successfully. The use of outbound SMS messages, voice calls and emails increases the likelihood that every individual will be reached by one method at least, providing extra assurance.

Additionally, X-on Alert provides a unique feature which 'copies' the outbound voice alert message to an inbound service. This allows those individuals who notice a missed call, or who suspect a situation is in hand, to phone an Inbound Information service to access the very latest information at any time of the day.

X-on's triple site data locations in London Docklands, Wandsworth and Suffolk ensures services run 24/7 and with a higher than average industry up-time. Comprehensive backup and duplication of systems allows us to bypass external and 3rd party failures, thereby ensuring services remain online.

For more information contact **Sales** on **0333 332 0000**.



.... 3 sites.... great equipment.... fabulous experience.... friendly professionals....