



Automated Alert
Emergency Contact of Clients and Staff

Business and Contact Continuity

1300 110 330

Voice, SMS and Email Alert for Emergencies and Business Continuity

An Unforeseen Disaster? Need to Inform Large Groups of People Quickly?

There will be times when your company will need to contact large groups of people quickly and then keep them informed. It could be to advise staff and customers, sections of the public, or the press and media. Whether it be internal company matters or news, customer information, or as part of a business continuity plan, the ability to inform quickly and easily is often desirable, if not paramount.

Company news can include appointments and structural changes, new product launches. The current flu epidemic is a good example of customer information, as medical organizations need to advise large groups of patients and the public about developments and medication availability, in a timely fashion.

There are a large number of scenarios where business continuity can be adversely affected. Earthquakes, floods, fire, hurricanes, civil unrest, terrorism, vandalism, sabotage, hacking, viruses, denial of service attacks, staff error, system failure, software glitches, network downtime and intranet breakdown can all lead to a business emergency and downtime.

X-on Alert

X-on Alert provides hosted services that can inform large groups of people quickly via simple and easy mechanisms, and keep them updated during the emergency period. Alert SMS messages, voice phone calls and emails can be sent simultaneously to predefined groups, making the service ideal for emergency alerts, disaster recovery and staff contact.

Individuals can respond using SMS, voice call or email to confirm that they have received the information and advise their actions. More detailed information can be posted simultaneously on dial-in phone services, web and WAP sites.

Real time web status and audit reports, showing responses received by return SMS, return email and acknowledged voice calls, provide clear visibility on the progress of an alert.

By hosting the hardware, X-on removes the cost of ownership, including capital equipment purchase, line rentals and on-site maintenance. Triple site resilience, and the use of multiple inbound and outbound routes, provides the assurance that X-on Alert will always be online and that the message will get through.

X-on has been involved in the design and build of phone alert notification systems since 1989 and managed critical installations for companies such as ICI and National Grid. Since 1999, the company has concentrated on hosted systems and provides information services for clients including HSBC, Shell and BT. X-on processes many thousand phone calls and text messages daily and has the high capacity to handle large scale alert requirements.

Further assurance is afforded by the constant use our SMS, Voice and Email systems by the large range of X-on Telephony services, with continual testing and monitoring. This sets X-on Alert apart from other providers whose systems are usually only field tested during an alert situation.

Invoking an Alert

Alerts can be instigated by phone, the web, or from a WAP interface. Sending the alert couldn't be easier or more flexible, with the option to retry failed deliveries as simple as the click of a button.

User accounts with differing levels of access can be set up, allowing differentiation between data operators, alert operators and administrators.

Outbound voice messages can be copied to an inbound information service such as X-on's Voicebank Phone-in Information Service to cover anyone who may have missed the alert. X-on Alert can send out a specific CLI enabling missed calls to be traced back to the company sending the alert, or to the VoiceBank service if preferred.



Voicebank Information Line

Voicebank Phone-in 'Noticeboard' messaging service provides the facility for staff, the press and the public to dial a Voicebank phone number and hear messages such as Alerts, Press Releases, Public Announcements, Product Updates, Security Information and Staff Notification. Callers can navigate through messages using the phone keypad.

As such Voicebank is not only useful in providing follow on information on any alert worthy situation, but additionally provides an ongoing source of company updates.

Support

24 hour telephone service support contracts are available, with levels appropriate to your company needs.



X-on Alert Notification

Applications

- Business Continuity - Keep Important DR Staff and Customers Properly Informed
- Emergency Team Callout - Chemical Warnings, Flood, Fire, Major Incident
- Staff Information - Building Closure, Company News, Team and Resource Management
- Press Releases - Advise the Press of Impending Announcements
- Investor Information - Pricing, Share Issues
- Buyer Information - Ticket Availability, Offers
- Community Warnings - Neighbourhood Watch, Senior Citizen Monitoring, Health Information

Features

- SMS, Email and Voice Alerts
- SMS, Email and Voice Responses
- High Capacity System
- Phone, Web or WAP Interface to Invoke Alerts
- Triple Site Resilience
- Use of Multiple Inbound and Outbound Routes
- Retry Failed Deliveries Button
- User Accounts with Differing Levels of Access
- Real Time Web Reports and Audits
- Missed Calls Traceable Back to the Company or to Voicebank
- System Messages can be Generated by Text-to-Speech

Options

- 24 Hour Telephone Support Contracts Available
- Option to Copy Outbound Voice Messages to Voicebank Information Line
- Nailed Capacity
- Replace Standard System Messages with Personalized Voice Recorded Messages
- Additional User Logins

For further information on **X-on Alert** please call Sales on **1300 110 330**.