

CASE STUDY

DisasterComUK



DisasterComUK is a fully scalable solution for organisations requiring one or many resources to develop or support their Business Continuity Management activities at a local, national or international level, thereby providing organisations with Risk Analysis activities, Incident Management and Business Continuity Plan development.



The Challenge

DisasterComUK approached X-on in search of a cloud based notification service that would be capable of quickly informing large groups of newly trained Incident Management teams and responders via a range of different media in the event of serious event occurring within their respective organisations.



The Solution

X-on supplied DisasterComUK with Alert, its market leading notification tool which replaced the existing limited SMS system. This automatically improved the capability for customers to respond quickly via voice calls, emails with attachments, and SMS messages simultaneously.

Recipients can respond to confirm receipt of information, such as instructions to join a conference call, whilst being fully monitored by the systems Administrator using their internet enabled device.



DisasterComUK Says

"Before DisasterComUK engaged X-on, only legacy SMS systems were in place, which provided a degree of success, but failed to raise the required numbers of Incident Managers in the timeframes needed to manage the business recovery efficiently."

"X-on's Alert product is without doubt the only choice for organisations of any size and shape that are keen to develop and maintain their Incident Management and Business Continuity capabilities to manage serious events when they occur."

"We're delighted to be associated with this product and the X-on team."

Scott Carver MBCI
Managing Director
DisasterComUK
disastercomuk.co.uk



DisasterCom_{uk}
Business Continuity Management (BCM)

Continuity

During any failure of successful business operation it is important to maintain communications with your staff, customers, and the wider public.

- Mobile and tablet invocation
- Voice, SMS and email
- Resilient secure UK data centres
- Integrated phone-in noticeboard
- Integrated conferencing
- Recipient can respond to contact
- Easy database upload

X-on Cloud Telecoms

X-on are providers of secure, flexible and cost effective communications for the Healthcare sector. We have decades of experience designing and implementing innovative and reliable hosted telecoms systems where data security is paramount.

X-on services are continually improved to meet customer communication needs, delivering simplicity of operation and integration with desktop systems.

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