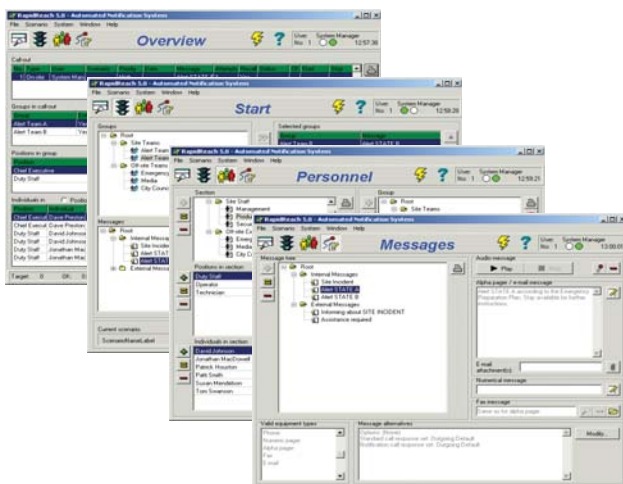




Product features - RapidReach 5.2

In an emergency the right people need to know exactly what to do - whether they are members of the public, customers or employees - and the quality, consistency, timeliness and effectiveness of crisis communication is crucial.

RapidReach Automated Notification System provides efficient, high speed, secure communication during critical situations.



RapidReach guarantees secure, automatic delivery of the right information to the right people at the right time. Relay information only, or request responses in an emergency situation to dramatically increase the speed and accuracy of emergency notification. Reduce the risk of human error and most importantly, allow your personnel to focus on the situation at hand - to save lives, protect property and the environment.

You can quickly and effectively notify people via any voice or text enabled device - people will be contacted via landline phones, mobile phones, wireless devices, SMS, pagers, fax and email. All actions and responses are logged, so that you can see how your personnel, your business, and local residents, are responding to the situation, minute by minute.

RapidReach allows you to completely secure your notification capability, and customize it for your organization. You can integrate it with existing in-house paging systems and databases, and provide automation, documentation and flexibility to existing notification procedures.

Notifications can be initiated with RapidReach "around the clock" - no matter where you may find yourself. Activation is simple. You can activate a call-out using a few commands on your PC or via any touchtone enabled landline or mobile telephone using an IVR (Interactive Voice Response) menu. Master/Slave configurations are available that allow you to have secure, redundant notification capability no matter what the emergency is. The RapidReach system can also combine with our RapidReach ENS subscription service to supplement your capacity, or to provide a service based backup for your internal notifications.

Key Advantages

- Broadcast information quickly and accurately
- Free up personnel for other tasks
- Reduce confusion and high consequence mistakes and delays
- Simplify, by coordinating different notification channels with one tool
- Cost effective for both small and large organizations

Applications

- Adverse Events - Flood, Tornado, Hurricane, Wildfire, Power outages
- Crisis Communications - Informing Decision makers, key personnel mobilisation
- Corp. Security and Safety - Routine and urgent mobilisation, Emergency exercises and Emergency Response
- Chemical/Nuclear - NRC Site Security and exercises, supports Responsible Care at Tier 1 and Tier 2 facilities
- Fire/Public Safety - Fire & Hazmat teams, Public "Reverse 911" notification
- Business Continuity - Crisis Action Teams, Responders, Stakeholders and Suppliers and Employee notification

System & Notifications

- Supports landline phones, mobile phones, SMS*, wireless devices* and PDA*s, email*, dialup pagers, alarm systems*, text signs*, private AM Radio systems and fax*
- Up to 480 lines, both analog and digital interfaces, including T-1 Robbed Bit, E1 CAS, QSIG, ISDN-PRI and ISDN-BRI, are supported, as well as ITU-T Group 3 (T.4, T.30) and ETSI NET/30 for faxing
- Single Screen presentation of all call-out activities including status modes, start and stop times, contact numbers, answers etc.
- Consistent, intuitive user interfaces throughout both Client and Server applications
- Single or Multi-user* versions
- Remote activation of predefined call-outs via telephone, web, PLC or network
- Call-outs can be created "on the fly"
- Predefined call-outs can be set up for simpler activation
- Call-outs can be manually stopped and restarted
- Configurable calling parameters such as time allowed for entering responses, number of retries on busy signals etc.
- Different priority levels for call-outs can be defined
- Detailed and summary reports of personnel data, scenarios, groups and call-outs
- Call-out reports can be automatically printed and distributed by e-mail* or fax*
- Built-in simulator for practice and demonstration purposes
- Context-sensitive help and comprehensive user documentation

Messages & Equipment

- Voice messages can be recorded
- Respondents can record a response during outbound call, or dial in to respond
- Inbound callers can be automatically identified by their phone number.
- Respondents may reply with Estimated Time of Arrival
- Scenario call-out messages can be rerecorded over the telephone
- Using both internal and external lines in the same system is supported
- Fully featured email support including attachments, replies via email, and alternatives for simultaneously sending emails with other calls
- Responses can be defined for individual messages
- Personnel in a group page may register a response individually
- Supports replies via SMS messaging, and GSM modems, with the ability to register a response via SMS
- Supports US & UK English, German & Swedish

Personnel Administration

- Unlimited number of personnel or groups
- Manual import of personnel data via text-delimited files
- Secondary individuals can be assigned as backups to Primary individuals
- One individual can belong to multiple teams

- Temporary alterations in staff availability are supported, e.g. substitutions, sick leave and vacations
- Unlimited number of contact alternatives for each individual
- Scheduling* of personnel according to calendar or shifts
- Database is searchable by PIN, Individual, Group and Position
- Import profiles can be saved to simplify regular imports
- Manual export of personnel data and call-out details via text-delimited files

Security

- Compartmentalize the database through departments to allow users to independently maintain lists, messages and call-outs
- Data is protected by sophisticated password management tools, with the ability to schedule password changes or select a new password with initial login
- Scenarios can be protected through security codes
- Confidential messages can be secured through access codes
- Access to call-out information controlled through configurable user access

System Options

- DCP* (Data Connection Platform) – support automatic import of data from Excel, CSV, LDAP, LDRPS or RecoveryPac databases
- Call-out Engine* - integrate RapidReach with external systems, using XML files to initiate call-outs
- API* - integrate RapidReach with external applications to automate initiation of call-outs
- GeoCall* - use GIS based data to activate geographically defined call-outs
- Automated Backup* - back up data while the system is still running
- PLC* - integrate RapidReach with external systems to activate call-outs automatically using a standard serial communications protocol
- RapidReach Internet Basic* - use a browser to update personnel information and activate and monitor call-outs
- Satellite* - farm out separate notification tools to different divisions in the organization but allow them to still share the same communication resources

System Requirements

Server:

Windows XP/2000/NT(SP.6), Server 2003/2000
Pentium 600 MHz (min) with 256 MB RAM (min)
100 MB free Disk Space, CD ROM
PCI slots¹ for phone boards and sound card. USB port for dongle

Client:

Windows XP/2000/ME/NT (SP.6)/9x
Pentium 200 MHz (min) 64 MB RAM (min)
50 MB free disk space CD player

Network:

High-speed LAN or WAN, at least 10 Mbit/sec.

¹) Size as well as type (PCI or PCI-X) depend on type of installation

²) System option

With reservation for technical changes and misprints that may occur.

