

# RAPIDREACH®

FOR CRITICAL COMMUNICATIONS



## Emergency Notification Service



In the event of fires, accidents, production interruptions or computer breakdowns, quick and efficient communication is vital for any organisation. RapidReach Emergency Notification Service automatically informs and mobilizes crews via a PC – without any installation of additional hardware!

RapidReach Emergency Notification Service (ENS) is a PC based communication tool for those who need to inform and mobilize people in critical situations. This yearly subscription solution makes it suitable for both small scale and large scale call-outs. RapidReach ENS does not require additional hardware, which holds maintenance to a minimum.

### Options and pricing

Each service subscription includes a Service Package and a Call Package, both from the same priority level. The priority level you choose – Gold, Silver or Bronze – decides what priority your calls will have in relation to the calls of other subscribers. The **Service Package** specifies what type of messages you will be able to transmit; just phone messages, or phone, SMS, fax and e-mail. The **Call Package** specifies number of units and can be purchased in blocks of 500 up to 25 000. Each answered call consumes a number of call units depending on country and type of call. Call Packages may be added at any time.

## Features

- Supports telephone, mobile phone, pager, fax and e-mail
- Lucid presentation of all activities
- Import of personnel data via text delimited files
- Personnel data structured in groups
- Unlimited number of individuals and contact numbers
- Unlimited number of voice and text messages
- User defined responses and response codes
- Predefined call-outs (scenarios) for immediate activation
- Remote activation of scenarios via touch tone phone
- Available in English, German and Swedish
- All data protected with PIN-codes and passwords

## Hardware requirements

Windows NT+SP6/2000/95/98/Me/XP

5 MB free disk space (20 MB recommended)

Audio Capabilities

Internet connection

## How does it work?

Access RapidReach ENS either via a **thin client** on your PC, or your **web browser**<sup>(1)</sup>. The user interface is simple and easy to use. Just enter the names and contact numbers of the individuals and groups on your emergency call lists, such as emergency response teams, local residents and corporate management. This contact data can be stored either locally, or centrally<sup>(1)</sup> at an Enera location depending on the specific customer needs.

With a few commands on your computer people will be contacted via telephones, mobile phones, pagers, fax and e-mail. All responses and activities are logged and can be monitored on the screen during an on-going call out.

With RapidReach ENS doing the job your staff can turn to other important tasks and, as a result, the time savings will lead to a quicker recovery after a crisis.

<sup>(1)</sup> Available in RapidReach ENS version 1.1.

## Quick facts

- RapidReach ENS is a subscription based notification Service.
- Available via "Thin client" or Web browser<sup>(1)</sup> – no extra hardware.
- Automatically contacts people via phone, mobile, pager, fax and e-mail.
- Three call-priority levels: Gold, Silver or Bronze.
- Calls consume a number of Call units depending on type and country. Available in blocks of 500 to 25000.
- Locally or centrally stored call-out data.
- Contact details updated by the user.
- User defined service messages.
- Pre-defined scenarios for quicker activation.
- Free customer support.

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