



# 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 in 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.

		<b>Minutes</b>			
		<b>1</b>	<b>15</b>	<b>30</b>	<b>60</b>
<b>Lines</b>	<b>12</b>	12	180	360	720
	<b>16</b>	16	240	480	960
	<b>30</b>	30	450	900	1800
	<b>60</b>	60	900	1800	3600
	<b>120</b>	120	1800	3600	7200
	<b>240</b>	240	3600	7200	14400

*RapidReach can process approximately one call per minute and line. The matrix shows how many lines you need in order to reach a certain number of people within a certain time.*

*For example, if you need to be able to contact 200 people within 15 minutes, you need a system with a minimum of 16 lines.*

**RapidReach allows you to completely secure your notification capability**, and customize it for your organisation. 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 co-ordinating different notification channels with one tool
- Cost effective for both small and large organisations

### Applications

- Business Continuity – Employee, Stakeholder & Supplier notification
- Crisis Communications – Key personnel mobilisation and notifications
- Severe Weather Warnings – Flood Alerts, School Closure etc.
- Civil Contingencies Act (2004) Category 1 & 2 responders mobilisation & notification
- COMAH and REPPiR PIZ notification – Warning and informing the public
- “Opt In” Reverse 999 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, software API\*, 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 re-recorded over the telephone
- Using both internal and external lines in the same system is supported
- Fully featured e-mail\* support including attachments, replies via e-mail, and alternatives for simultaneously sending e-mails with other calls
- Responses can be defined for individual messages
- Personnel in a group page may register a response individually
- Supports SMS\* messaging, and GSM\* modems, with the ability to register a response via SMS
- Supports UK & US 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
- Redundancy\* and failover\* – use sophisticated tools for replication, data protection, failover and call distribution. Both in-house and hosted service based solutions are available.

## 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 player  
PCI slots<sup>1</sup> for phone boards and sound card  
USB port for connecting a 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, min. 10 Mbit/sec.

<sup>1</sup>) Size as well as type depend on installation

<sup>2</sup>) System option

With reservation for technical changes and misprints that may occur.

