



## Product features RapidReach ENS Web Enterprise

**In a crisis, the right people need the right information RIGHT NOW!** Accurate, timely information can save lives, protect assets and property and minimize the impact of an incident. RapidReach ENS WEB is a state-of-the-art notification tool, offering efficient, high speed, secure communication for all types of critical situations.

**Strategic notification enhances your operational capabilities,** and not just in crises. Precious time is saved when RapidReach ENS WEB handles all communication. Mistakes, misinformation and errors are avoided. Your personnel can focus on the situation in hand.

**RapidReach ENS WEB will quickly and effectively notify people** via any voice or text enabled device, including landline phones, mobile phones, wireless devices, SMS, pagers, fax and email. You decide if the information should be broadcast only or if recipients need to respond. All actions are logged so that you can see how personnel, businesses, and local residents respond to the situation, minute by minute.

**Notifications can be initiated with RapidReach ENS WEB around the clock** – no matter where you may find yourself. Activation is simple. You can activate a call-out using a few commands through any Internet browser or via any touchtone-enabled telephone.

		<b>Minutes</b>			
		<b>1</b>	<b>15</b>	<b>30</b>	<b>60</b>
<b>Lines</b>	<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
<b>480</b>	480	7200	14400	28800	

*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 400 people within 15 minutes, you need a system with a minimum of 30 lines.*

**RapidReach ENS WEB** is flexible and extendable. A wide range of add-on modules allows RapidReach ENS WEB to integrate with existing in-house systems and databases and add automation, documentation and flexibility to existing procedures.

**Redundant Master/Slave servers** allow notifications to go out without a hitch. The same time-tested, industry-leading solution we employ with our hosted service can be deployed locally for organisations that demand secure, redundant, in-house solutions.

### Key Advantages

- Broadcast information quickly and accurately
- Release personnel for other urgent tasks
- Reduce confusion by minimizing disinformation
- Avoid high consequence mistakes and delays
- Simplify, by co-ordinating different notification channels with one tool
- Fully document ongoing and completed notifications
- Cost effective for both small and large organisations

### Applications

- Adverse weather conditions – warn and inform about snow, ice, avalanches, storms, floods
- Power outages, engine breakdowns
- Network or server failures
- Transportation interruptions
- Labour strikes, accidents and personal injury
- Corporate security and safety – invoke routine and urgent mobilisation
- Business continuity – notify crisis action teams, responders, Stakeholders, suppliers and employees
- Emergency preparedness exercises
- Public safety – warn about fire, hazardous material incidents, toxic emission, bomb threats, initiate evacuation

## System & Notifications

- Supports landline phones, mobile phones, SMS\*, wireless devices\* and PDA\*s, email\*, text and numeric pagers, alarm systems\*, text signs\* and fax\*
- Local systems available up to 480 lines, both analogue and digital interfaces, including T1, E1 and ISDN
- Automatic answering machine detection
- Single screen presentation of all call-out status modes, start and stop times, contact numbers, answers etc.
- Consistent, intuitive user interfaces
- Predefined call-outs can be set up for simpler activation
- Remote activation of predefined call-outs
- Call-outs can be created "on the fly"
- Manual commands for stopping and restarting call-outs
- Configurable calling parameters such as time allowed for entering responses, number of retries on busy signals etc.
- Automated e-mail\* or fax\* distribution of call-out reports
- Context-sensitive help and comprehensive user documentation

## Messages

- Respondents can record a response during outbound call, or dial in to respond
- Inbound callers can be automatically identified by their phone number
- Scenario call-out messages can be re-recorded over the telephone
- Supports English, Spanish, Italian, French, German, Swedish and Polish

## Personnel Administration

- Access through a secure SSL connection
- Unlimited storage of personnel data
- 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
- Unlimited number of contact alternatives for each individual
- Compartmentalise\* the database to allow users to independently maintain lists, messages and call-outs
- Data is protected by sophisticated password management
- 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
- Collaboration\* – share information on a common bulletin board, document status updates in a logbook, or start urgent conference calls
- API\* – integrate RapidReach with external applications to automate initiation of call-outs
- 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 inhouse and hosted service based solutions are available.

## System Requirements

### Server:

Windows Server 2003/2008 (32 bit) with IIS  
Pentium 600 MHz (min) with 256 MB RAM (min)  
100 MB free Disk space, CD ROM  
PCI slots<sup>1</sup> for phone boards and sound card  
USB port for dongle

### Client:

Windows based browser (Internet Explorer or compatible)  
Internet access

### Network:

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

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

<sup>\*</sup>) System option

With reservation for technical changes and misprints that may occur.

