



## Product features RapidReach ENS WEB

**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 ENS WEB 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 assets and the environment.

**RapidReach Emergency Notification Service (ENS) WEB** – is a WEB based notification tool for efficient, high speed, secure communication during critical situations.

**RapidReach ENS WEB is ready “around the clock”** – no matter where you may find yourself. Activation is simple; via any web enabled PC (or laptop) through a secure web page or from any touchtone landline or mobile telephone using an IVR (Interactive Voice Response) menu.

**As a “subscription” based managed service it provides the flexibility your company needs** – RapidReach ENS WEB requires no special equipment or leased telephone lines; you only pay a low yearly subscription fee for the service plus a call package based on your actual usage and is therefore suitable for both small and large scale call-outs.

**RapidReach ENS WEB is hosted and run in our secure communication centers** – which are managed and maintained by us, 365 days a year, 24/7 on your behalf and in strict compliance with the Data Protection Act.



**You can quickly and effectively notify people via any voice or text enabled device** – people can be contacted via telephones, 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.

### 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
- Crisis Communications – Informing Decision makers, key personnel mobilization
- Corp. Security and Safety – Routine and urgent mobilization, Emergency exercises and Emergency Response
- Chemical/Nuclear – NRC Site Security and exercises
- 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 telephone, mobile phone, SMS\*, wireless devices, pager, fax\* and e-mail\*
- Single screen presentation of all activities, start and stop times, contact numbers, answers etc.
- Automatic answering machine detection
- Real-time status of message deliveries and acknowledgements
- Consistent, intuitive user interface
- Predefined call-outs can be set up for simpler activation
- Predefined call-outs can be remotely activated via telephone
- 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

- Text2Speech message creation
- 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

- Complete web based administration
- Access to your account through a secure SSL connection
- Access to call-out information controlled through configurable user access
- Unlimited storage of data
- Data is protected by sophisticated password management
- Manual import of personnel data via CSV, text or Excel files
- Unlimited number of individuals and contact numbers
- One individual can belong to multiple teams
- Secondary individuals can be assigned as backups to Primary individuals
- Compartmentalise\* the database to allow users to independently maintain lists, messages and call-outs

## 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
- Call&Report\* – let RapidReach assign and follow up on work orders, tasks and jobs
- Redundancy\* and failover\* – use sophisticated tools for replication, data protection, failover and call distribution.

## System Requirements

Internet Accessible Windows based machine running Internet Explorer or compatible browser

\*) System option

With reservation for technical changes and misprints that may occur.



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