

Emergency Event Notification

The number of critical events which have taken place in the past few years in Colleges, Universities and K-12 involving the safety of students, teachers and employees remind us that preparedness cannot be overlooked.

Emergency Event Notification systems are designed to automate the rapid delivery of announcements to selected groups using simultaneous voice, text and email broadcasts.



Two alternatives exist for end users, a premised based system or a hosted solution. Premise base systems can be utilized for more than just emergency notifications and can provide increased communication to students, parents, teachers and other employees. Hosted solutions are primarily stand by solutions used to communicate during an emergency.

A premise based solution typically operates from a dedicated server networked to your phone system and Internet connection for simultaneous voice and email broadcasts. It may include a web-based interface for simple management of recipient lists and review of broadcast activities.

People to be contacted, (students, teachers, etc.) are typically referred to as subscribers. Each subscriber should be allowed multiple addresses for contact including phone, cell phone, email, PDA or pager contact. An interesting application for a premise based solution is to allow subscribers to control their own contact information and receive periodic reminders with a link to the contact update web page – a feature that saves administrators time while assuring up-to-date contact data.

When the time comes to utilize the emergency event notification system the administrator should be allowed to select contact lists and initiate a pre-recorded or custom message broadcast via phone call or Internet browser, from any location, at any time. Once initiated, the message is delivered to all phones, hand-holds, pagers and email inboxes on the selected contact lists. For broadcasts triggered from the web, the emergency event notification system should utilize text-to-speech technology for simple email delivery and playback.

Administrators should be able to optionally request delivery acknowledgement and can track all broadcast and delivery activity in real time through the emergency event notification system website.

Important points to look for in a premise based solution include:

- Ubiquitous integration to all phone systems and local area networks
- Integration to HR directories for subscriber information
- Ability to allow subscribers to allow the updating of their contact information
- Ability to send subscribers periodic voice or email messages reminding subscribers to update their contact information.
- Ability to generate text and voice broadcasts from any phone or computer with Internet access, and delivered to any phone, cell phone, pager or email address.
- Utilize existing phone and internet access already in place and not requiring dedicated access which would be an increase in monthly recurring costs.
- Have the ability to request delivery acknowledgement of messages