

# 2015 Emergency Notification Directory

This survey includes information from emergency notification service providers. The information came directly from the vendor. Please use the contact listed for questions or more information. The survey looks at the following questions: types of systems; average hourly call capacity; device delivery options; additional features; inbound calling capabilities; tools that system can integrate with; customer support and training; and unique features of the notification system. To have your organization listed in a future survey, please e-mail [drj@drj.com](mailto:drj@drj.com).

## Airbus DS Communications

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VESTA® Communicator is a widely deployed, highly utilized platform that provides complete automation of simple to highly complex list-based communications procedures. It facilitates immediate, multi-modal notification of specific individuals, groups or teams, and captures all-important feedback, such as ETA. Time and again, this level of communication has resulted in faster, more informed decision-making and, as evidenced by 9/11 and other events, faster, better coordinated emergency response.

## AMTELCO

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Notify thousands in seconds with AMTELCO's RED ALERT Emergency and Event Notification system! In urgent situations, you need to quickly contact the necessary personnel. You also need an easy way to remind staff about scheduled and unscheduled events. RED ALERT automatically contacts the appropriate personnel via phone calls, e-mail, scheduled events, automated alarms, and more. RED ALERT's detailed monitoring and reporting keeps you informed. Find out how to save time, reduce errors, and speed your response time with RED ALERT! Visit [www.redalertsystem.com](http://www.redalertsystem.com) today!

## Black Swan Solutions

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Black Swan Solutions has more than 30 years experience assisting organizations in preparing for responding to and recovering from the human impact of crises. Our turnkey approach integrates the expertise of experienced, masters-prepared professionals with state of the art technology. We mitigate organizational risk by ensuring that people get timely and accurate information, as well as the human support they need during and

after crisis. In responding to crises ranging from data breaches to mass casualty events, our client organizations, among the most recognized brands in the world, rapidly communicate with stakeholders, demonstrate compassion for victims, and protect their reputation.

## Catalyst Bullhorn, Avalution Consulting

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Bullhorn enables organizations to quickly and easily connect when it counts by sending emergency notifications to contacts via email, text message, or voice phone call. Even better, Bullhorn is built-in to the Catalyst business continuity software suite, so no third party contracts are required, and always includes unlimited messages during emergencies and annual testing, making costs predictable. Bullhorn enables organizations to distribute messages to individual contacts, groups of contacts, or teams from recovery plans, record custom audio messages for phone calls (rather than using text to speech), track messages and their current status, link notifications to a related incident, and more. Explore Bullhorn via a 30-day free trial at [bccatalyst.com](http://bccatalyst.com).

## Dell Software

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[www.alertfind.com](http://www.alertfind.com), [www.dell.com/saas](http://www.dell.com/saas) Dell™

AlertFind Enterprise Notification delivers the communications you count on during emergencies and unplanned disruptions. Managed from a advanced web or mobile console, AlertFind can send notifications to hundreds or thousands of employees via email, landline, mobile phone and SMS text message — and allow them to respond. Be the first to see a demo of our new partnership with IDV Solutions Visual Command Center and see how Dell and IDV empowers organizations to Alert, Assess and Act on risks to people and assets. [www.alertfind.com](http://www.alertfind.com). Dell Email Management Services (EMS™) is designed to help you solve virtually all your email challenges. Dell EMS™ provides Email Archiving and e-Discovery, Storage Management, Email Security and Encryption, and provides High Availability with 60-second Email Continuity. <http://software.dell.com/>

[solutions/email-protection/](http://solutions/email-protection/)

## Emergency Communications Network

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SmartNotice, a service of Emergency Communications Network (ECN), is a streamlined notification solution for businesses representing varied sectors including utility providers and health care organizations. The solution is built to enhance internal and external communication and relationships with key stakeholders and staff using an easy to use, Web-based platform. It can be used to increase revenue by reducing collection time on overdue accounts. SmartNotice provides integrated communications across varied platforms including phone, text and email.

## Enera, Inc.

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RapidReach provides SAAS based or On-premise Emergency Notification solutions, so you can take control of your emergency program, and ensure data privacy. Rapidreach also supports integration for IT and Manufacturing environments. Contact us to find out how easy it is to set up notifications, follow progress or gather replies. RapidReach: Simple - Ready - Secure.

## ERMS Corporation

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ERMS Corporation is the provider of Advantage — an award-winning comprehensive enterprise-class mass emergency notification system. Advantage is made up of 7 tightly-integrated modules (Messenger, Roll Call, Crisis Manager, Mapper, HotLine, myAdvantage, and Library). Advantage provides the industry's highest level of adaptability, most inclusive API, reliability and advanced functionality. It allows organizations to use the system the way that best suits their unique needs. Advantage is sold as a complete solution (the opposite of add-ons) that empowers business continuity, crisis

communication, and disaster recovery professionals to, quickly and reliably, prepare, execute, and report on the notification portion of their continuity plans. ERMS was recently recognized for their contribution to Canada's technology and public safety sectors with the 2013 Motorola Award for Public Safety Technology, presented by CATAAlliance Innovation and Leadership.

#### **Everbridge**

**Meredith Tuffs**  
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Everbridge provides critical communications solutions to more than 30 million end users in all major industries and government sectors around the globe. As the leading provider of critical communication solutions, Everbridge helps clients save lives, manage critical activities and improve the efficiency of daily operations. With the Everbridge solutions suite, clients are able to manage emergencies, mass notifications, incident communications, and situational intelligence from a single system.

#### **In Case of Crisis by IBA**

**Christopher Britton**  
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[www.incaseofcrisis.com](http://www.incaseofcrisis.com)

In Case of Crisis, a division of IBA, offers an award winning mobile solution used by organizations large and small to improve workplace safety. In Case of Crisis leverages smartphone technology to support your organization's ability to easily communicate with employees and share emergency instructions and best practices in a mobile format. Best of all, you can be up and running in an hour, securely sharing your information in a company branded mobile app. For more information, stop by Booth #310, call us at 800-787-1639 or visit us at [www.incaseofcrisis.com](http://www.incaseofcrisis.com).

#### **MIR3, Inc.**

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MIR3, Inc. is the leading developer of Intelligent Notification and response software, which helps organizations enhance communication abilities, protect assets, and increase operational efficiency. Intelligent Notification's reliability has been tested, benchmarked and validated more than any other mass notification product. MIR3 has the most resilient infrastructure in the industry, with eight redundant data centers in remote locations (SAS 70 type II audited) and a state-of-the-art telephony infrastructure. Many of the world's largest and most recognized organizations, like those of the Fortune 100 and Global Fortune 100, trust MIR3 to provide reliable, effective notification services.

#### **MissionMode**

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[www.missionmode.com](http://www.missionmode.com)MissionMode provides superior collaboration solutions for business continuity and the personalized support you need to ensure your organization's readiness. We partner with clients on end-to-end incident management because, in a crisis, you don't just need to communicate the problem, you need to resolve it. Our Situation Center provides an easy-to-use collaboration platform that serves as a virtual command center for your team. Our Notification Center delivers intelligent 2-way messaging across multiple communication devices for mission-critical enterprise use.

#### **Paradigm Solutions International, Inc**

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OpsPlanner provides an Emergency Notification capability that is integrated into the application with the advantage of no requirement to log into or configure and maintain a separate notification application or contact data. Contacts or stakeholders are managed within OpsPlanner as individuals or contact lists (groups) and each can be linked to individual plans for speed and efficiency. The solution provides a robust two-way notification capability and includes the ability to select up to 8 devices, prompt for PIN authentication, connect to a live conference bridge, set default messages by plan, insert user-definable Y/N questions, and is configurable to multiple languages.

#### **Send Word Now**

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Headquartered in New York City, Send Word Now is the world's leading provider of emergency notification services. The company's easy-to-use, web-based alerting solutions and mobile applications are used by businesses, government agencies, universities and non-profit organizations to ensure fast, effective, two-way communication when it is needed the most. Among its many accolades, Send Word Now was named a "Leader" in Gartner's 2014 Magic Quadrant for U.S. Emergency/Mass Notification Services. Its Alerting Service was recently awarded "Notification System of the Year" by DRIL, and the company received the 2013 Small Business Achievement Award from the Department of Homeland Security.

#### **Sungard Availability Services**

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Designed by the business continuity experts and powered by the proven performance of the Varolii delivery

platform, NotiFind brings effective, two-way crisis communications to inform and reassure your personnel. Respond quickly to business disruptions that impact normal communication channels, from minor IT issues to major outages and disasters where real-time data is critical. Outbound communication options combined with NotiFind's Message Center multi-channel inbound interactive communications can help to shorten or prevent disruptions altogether. A real-time readiness update combined with up to the minute reporting results can provide additional protection, allowing employees to communicate vital information from the field, and allowing decision makers to take appropriate action to address the situation at hand.

#### **Twenty First Century Crisis Communications**

**750 Communications Parkway**  
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800-382-8356  
[www.tfccalert.com](http://www.tfccalert.com)

TFCC provides each client with a dedicated client relationship manager, a 24/7/365 live help desk, free initial onsite training, and free online refresher training. TFCC Alert runs on the largest and fastest calling platform in North America. Our platform is redundant and geographically dispersed throughout the U.S., protecting your communications against single points of failure.

#### **VOLO, LLC**

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VOLO's "Recovery" suite, is comprised of four fully integrated easy to use communications tools for businesses. The first tool, the Communication module, is a powerful outbound notification system for broadcasting voice, text, email, pop-up, and push notifications. The Virtual Bulletin Board, VOLO's inbound notification, enables employees to dial in and retrieve notifications. Thundercall VOLO's fully automated weather warning system, proactively protects sites and employees by delivering automated "early alerts". The Virtual Switchboard is VOLO's cloud based back-up PBX phone system which restores inbound phone service to virtually any location that suffers a phone outage.

#### **xMatters, Inc.**

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xMatters enables any business process or application to trigger two-way communications (text, voice, email, SMS, etc.) throughout the extended enterprise. The company's cloud-based solution allows for enterprise-grade scaling and delivery during time-sensitive events. More than 1,000 leading global firms use xMatters to ensure business operations run smoothly and effectively during incidents such as IT failures, product recalls, natural disasters, dynamic staffing, service outages, medical emergencies and supply-chain disruption.