

2014 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.

AMTELCO

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800-356-9148

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 today!

AVALUTION CONSULTING CATALYST BULLHORN

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Starting at just \$50 per month, 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, 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.

BLACKBOARD INC.

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Blackboard provides dedicated account management and 24/7/365 support. Blackboard offers both web-based and onsite training in flexible formats to meet the needs of each client. Built from the ground up with both

sender and recipient in mind, Blackboard Connect is the only mass notification solution that enables organizations to send recipient-specific notifications at the highest capacity in the industry to target individuals, small groups or hundreds of thousands of people in seconds worldwide. Robust enterprise management functionality, which can mirror any organizational structure, from functional area and department to facility, division, or local/international region, ensures immediate flexibility and long-term adaptability.

CASSIDIAN COMMUNICATIONS, an EADS North America Company

117 Seaboard Lane, Suite D-100
Franklin, TN 37067
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www.CassidianCommunications.com

Cassidian Communications delivers the experience, choice and performance to engineer solutions that support the execution of the simple to highly complex communications strategies for our clients. Cassidian Communications University offers a wide array of training options to help clients acquire a thorough knowledge of the solution(s) they purchase and technical support to address any questions or concerns.

DR. TOM PHELAN CONSULTING

Dr. Tom Phelan
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With years of client-centered experience in both private and public sector emergency management, crisis communication and incident management team training, Dr. Tom is active in satisfying client needs across the U.S. and abroad. His expertise is offered on a per diem basis, working only through prime contractors. Daily rates remain at \$1,450/day plus expenses. 2013 clients have been federal, university, private enterprise, and non-profit organizations. Dr. Tom is available for conference key note presentations.

EATON'S COOPER NOTIFICATION

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Cooper Notification is now Eaton. When it comes to protecting life and property, there's no room for compro-

mise. The leading solutions for life safety and mass notification from Cooper Notification now enhance Eaton's portfolio of technologies designed to save lives. In the most demanding industrial, residential and commercial environments, Eaton delivers top performance with the expertise, reliability and scalability that your business requires. From Wheelock technologically advanced life safety products to mass notification solutions for indoor, outdoor and distributed recipient managed by the interoperability platform, ALERITY, Eaton now offers a whole new level of protection to keep your personnel safe and your business running strong.

ENERA, INCORPORATED

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RapidReach is a scalable emergency notification solution. Both in-house and offsite systems available. Web-based, with US DOD Approved Security. We operated internationally, and support all countries for voice and SMS. Easy to use. GSA contract 35F-0609U.

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, INC.

505 N. Brand Blvd. Suite 700
Glendale, CA 91203
888-366-4911
www.everbridge.com

Everbridge's next-generation notification platform provides near-infinite global scale, enterprise data management, advanced mobile access, real-time intelligence and broadcast decision support. 24/7/365 support; live operator service for sending broadcasts; free, unlimited web-based training; real-time dashboards; customizable reporting; message templates; scenario mgmt.; organizational hierarchies; polling; map-based messaging.

GLOBAL ALERTLINK

300 Summers Street Suite 1240
Charleston, WV 25301
304-556-9140
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Clients choose Global AlertLink because we save them money, provide better protection to their company and make their lives easier. Visual modeler for scenarios, intelligent notifications that do the work for you, PDA compatible, easy to use system. 24/7/365 support based in the U.S. Calls answered in less than three rings. Direct access to technician. Training is offered both online and onsite. Many free training options available.

HONEYWELL INTERNATIONAL

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Honeywell Instant Alert is a cloud-based customizable notification solution that enables you to quickly reach thousands of people in seconds, on a wide variety of devices, with consistent messages in an emergency or for routine communications. Instant Alert is used by thousands of organizations and includes two-way communication, automated teleconference bridging, GIS map-based alerting, smart phone apps and contractually guaranteed message delivery. Each customer is assigned an Instant Alert Champion who provides setup, training and support in addition to a 24x7x365 help desk. Instant Alert is backed by a Fortune 100 company that provides outstanding service to its customers.

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 reli-

able, effective notification services.

MISSIONMODE

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MissionMode's Notification Center is built for mission-critical enterprise use, yet it's easy to use and manage. We don't just hand you a system; we partner with you to make sure the system fits your processes and meets your needs. Industry leaders around the globe trust MissionMode because we provide a world-class customer experience, flexible software that fits the way you work and innovative features not found in many other systems. Our mobile app extends the power of the web-based Notification Center. You can launch and receive alerts using tablets and smartphones, no matter where you are located.

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 leading worldwide provider of critical communications solutions. The company's easy-to-use web-based and mobile solutions are deployed by businesses, government agencies, universities, and non-profit organizations to ensure fast, effective, communications when it is needed the most. Send Word Now's enterprise-class notification system is capable of transmitting hundreds of thousands of voice and text messages in minutes while providing a full audit trail for after-action reporting and follow-up. Its conferencing and workflow solutions keep employees informed and connected to the people and information they need.

SUNGARD AVAILABILITY SERVICES

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Designed by the business continuity experts and pow-

ered 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
Columbus, OH 43214
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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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Emergency managers and BCDR professionals love the VOLO solution for its ease of use. VOLO's SaaS platform allows users to manage/respond to multiple threats using a single integrated solution. Send and/or receive high volumes of messages via virtually any medium (phone, text, email, push, pop-up) to recipients anywhere in the world virtually instantaneously. In addition to its messaging capabilities VOLO includes a cloud-based PBX that makes instant in-bound phone recovery possible when normal PBX systems fail or are inaccessible. Finally, VOLO provides automated systems for monitoring severe weather events and alerting individuals or groups whenever their monitored locations are threatened.

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.