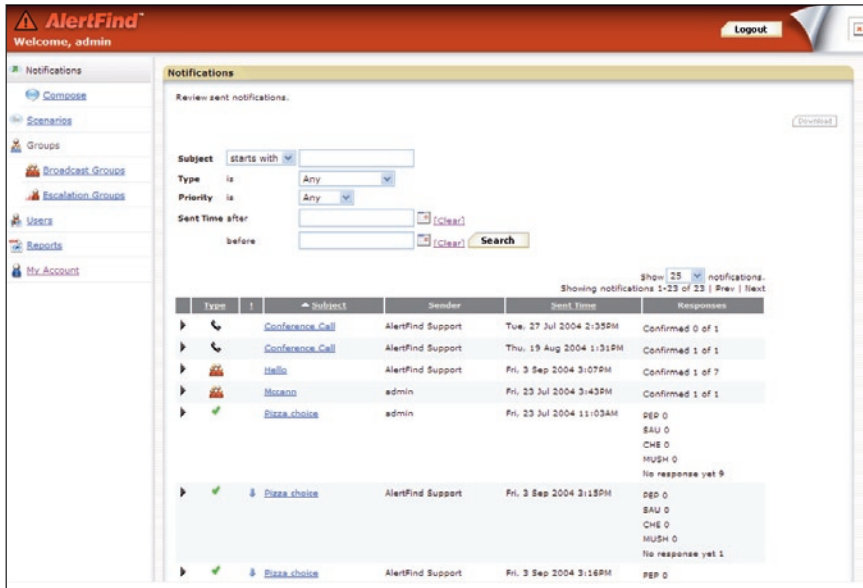


# AlertFind™

## Emergency Notification & Escalation System

AlertFind provides the communication backbone for crisis management, disaster recovery, and business continuity.



### Why Choose AlertFind?

*AlertFind is the most complete and dependable emergency notification system available:*

#### **EFFECTIVE**

AlertFind delivers automated interactive voice and text notifications to the widest variety of devices in accordance with your contact and escalation rules.

#### **DEPENDABLE**

AlertFind has dedicated voice ports ensure rapid communications during large-scale crises.

#### **SECURE**

AlertFind is hosted by IBM and SunGard on redundant infrastructure.

#### **UP-TO-DATE**

AlertFind provides automated data synchronization with email, HR systems, corporate directories, and disaster recovery planning systems ensure contact information is always accurate.

### Guaranteed Crisis Communications

During a crisis or disaster, normal lines of communication may fail when you need them most. Companies need a way to quickly, reliably, and securely deliver messages to – and collect information from – hundreds to thousands to hundreds of thousands of constituents in real-time using all available modes of communication. This is not just essential for emergencies, but often for day-to-day operations. That's why leading companies depend on MessageOne AlertFind for a direct 2-way communication channel to large numbers of employees, customers, and constituents.

### AlertFind: The Leading Notification System

MessageOne AlertFind is one of the most powerful crisis management and communication tools available for the enterprise today. Unlike manual call-trees, AlertFind provides senior leadership with the ability to communicate, direct, and manage employee communication during a crisis. By leveraging email, voice calls, text messages, pagers, BlackBerries, and other communication channels, AlertFind provides a quick and automated method to find people, deliver messages, and gather information in real-time.

## MessageOne

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Austin, TX 78759

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T: 512.652.4500 | F: 512.652.4504

www.messageone.com

## AlertFind Feature and Benefits

AlertFind is designed by industry-experts to address the problems of existing crisis communication methods and solutions. Only AlertFind meets the following essential notification requirements:

- **Best-of-Class Data Synchronization & Management** – Emergency notification systems are only effective if the contact information they contain is accurate and up-to-date. AlertFind is designed to integrate directly with a wide variety of directory, HR, and administrative systems to ensure that contact information is always synchronized, accurate, and up-to-date. AlertFind can even poll users directly to prompt them to update their contact information on a timely basis.

Specifically, MessageOne's patent-pending AlertFind Data Management Tool offers the most sophisticated data management capabilities of any notification product on the market. AlertFind provides for automatic synchronization of emergency contact info from a company's enterprise systems of record (e.g., Oracle, Siebel, SAP, PeopleSoft) as well as leading disaster recovery planning software. In addition, AlertFind can integrate contacts and distribution lists from a company's Lotus Notes, Microsoft Exchange, or Novell GroupWise mail system for an up-to-date list of users and groups.

- **Automated Message Delivery & Escalation** – Reach any user, anywhere and at anytime via text-enabled devices or voice enabled devices. Give your employees maximum flexibility by allowing them to be contacted at over a dozen different devices ranging from home phones, cell phones, pagers, wireless devices, SMS, personal email accounts, and more. Easily specify device-to-device escalation rules as well as user-to-user escalations.
- **True 2-Way Communication** – AlertFind provides true two-way emergency communication to help you reach your audience – no matter where they are or time of day. AlertFind can poll users to gather real-time data on their safety, status, or on the status of critical situations as they unfold.
- **Real-Time Auditing & Reporting** – AlertFind offers you detailed reporting on pending as well as sent notifications. These reports offer simple summaries as well as extremely detailed descriptions of the notification progress on a device by device basis.
- **Unparalleled Redundancy** – AlertFind is hosted on secure, redundant, infrastructure at IBM and SunGard's top-tier disaster-recovery data centers.

## Contact MessageOne Today

Learn why leading enterprises such as T. Rowe Price, Motorola, and the Florida Department of Education depend on MessageOne AlertFind for mission-critical crisis communications.

For additional information including pricing and a free demo, please visit [www.messageone.com](http://www.messageone.com) or call toll-free at **888-367-0777**.

## AlertFind

*The most powerful enterprise notification escalation tool available:*

### **Automate call-trees**

- Contact thousands of individuals simultaneously
- Gather real-time status of deliveries and acknowledgements
- Predefine common scenarios
- Complete web-based administration

### **Seamless integration with enterprise systems of record:**

- E-mail systems
- HR systems
- DR planning software
- Web-based "self-administration" capabilities for employees

### **Flexible outbound reach capabilities**

- Attempt multiple devices per employee including pagers, cell phones, home phones, SMS, email, BlackBerries, etc.
- Specify escalation orders based on time of day or day of week
- Specify escalation orders from user to user

### **Flexible, secure acknowledgement methods**

- Unlimited two-way polling
- Secure PIN message delivery
- Acknowledgement via voice, http, or email
- Automatic conference call bridging
- Easily conduct virtual "roll call"

### **Sophisticated, real-time status reports**

- View aggregate response rates
- View results by user or device
- Downloadable audit reports

**Hosted at IBM and SunGard world-class disaster recovery data centers.**

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