IPCELERATE™

STATEWIDE NOTIFICATION PROGRAM

A local government is participating in a statewide notification system. Notifications must be sent to acting government departments as well as constituents. The challenge is how to send the notifications out in various ways without implementing various point solution products, each representing a potential point of failure. The government has 800 IP phones.

Solving this challenge will benefit the city in the following ways:

- Decreasing the time needed to inform constituents of impending natural disasters and the steps they should follow before and after significantly increases a government's ability to protect life and property
- Effective communication techniques allow the government to send constituents to where government aid is provided and deliver basic necessities in a more efficient manner.
- The ability to prepare constituents results in less of a burden placed on government services after the event
- Timely and effective communications with constituents increases their level of trust in the local government leading to a tighter knit community

THE SOLUTION

The focus of this solution is the ability to broadcast information to the masses, with the ability to receive acknowledgements from the recipients, and requiring minimal db maintenance of contact information.

1. From either an IP phone or off-network phone, a user dials a number and automatically the mass notification team members are called and connected to a conference call to coordinate activation of the statewide notification system
2. From an IP phone, a user selects a message that will be broadcast to a selected Dial Out Group that can represent dozens, hundreds, or even thousands of off-network phone no.'s alerting constituents of important information
3. From an IP phone, a user hits a speed dial button, or select from options on the Services menu and broadcast a pre-defined message to dozens, hundreds, or even thousands of on-network phones alerting employees of important information
4. From an off-network phone, a user records a message that will be broadcast to a selected Dial Out or Paging Group that can represent dozens, hundreds, or even thousands of recipients
5. Users can view the results of each call out on a standard reporting feature, or download the results to a spreadsheet for further analysis
6. From an intuitive, three step web driven GUI, a user types a message to be broadcast, selects how to disseminate the message choosing any combination of on-network phones, off-network phones, cell phones, email addresses, or as cellular text messages, and submit for delivery
7. Create groupings that target specific audiences, but uses different mediums to reach them; for example group constituents where Spanish is their preferred language and broadcast the message in Spanish using any combination of off-network phones, cell phones, email addresses, or as cellular text messages
8. Through IPfusion, automatically maintain data used by IPsession applications with main data source already maintained by the local government