

Emergency Response for Energy & Utilities



KEY BENEFITS

- **Automatic Blast Dial**
Allows rapid mass dial outs to outage response teams and emergency lists
- **Multiple Lists & Numbers**
Supports unlimited number of emergency outage groups and up to 3 dial-out numbers per contact
- **Mass Notification**
Pre-recorded messages can be quickly distributed to affected customers and other crucial groups
- **Highly Secure**
Multiple layers of security ensure that response efforts will not be compromised
- **Quality & Reliability**
High quality and reliable audio connection enhances critical response efforts

Immediate Outage Response

Minimize response times by enhancing emergency preparedness and notification distribution

For energy and utilities, meeting recovery time objectives during an outage is key to meeting the needs of customers. In these situations, having the critical conferencing infrastructure available is a must. Our reliable conferencing solutions eliminate the need to spend time and valuable resources resolving issues or incidents one department at a time. With Compunetix, it is easier than ever for energy and utility providers to manage a crisis or outage and share important information efficiently and effectively.

- Improve response times, minimizing monetary and other damages
- Automatic call recording can help to audit response efforts, providing concrete data to improve future processes
- High availability options guarantee system availability regardless of outside circumstances (natural disasters, etc.)
- Full conferencing capabilities allow the system to be used for more than just emergency response efforts, if needed
- Utilize existing infrastructure

Powerful Tools for Outage & Incident Management

Our purpose-built solution enables rapid, reliable, and secure response efforts for Energy & Utilities

Emergency Conferencing

In the event of an outage, a designated outage response worker will dial a dedicated number which tells the system to create a conference, triggering a blast dial-out to the other members of the response team. Each team member is then prompted and joined directly to the emergency conference in progress.

Emergency Conferencing Capabilities:

- Automatic blast dial to a list of outage response team or emergency personnel
- Supports an unlimited number of emergency groups
- Up to 3 dial out phone numbers per person
- Phone number mapping to an emergency group, requiring no user input to initiate an emergency conference
- Blast dial initiated when first person dials in (based on dialed number), no additional user input required

Mass Notification

Another powerful function of the emergency blast dial feature is its ability to deliver a pre-recorded message to specified groups. From quickly notifying affected customers to important internal notifications, this feature makes it easy to get crucial messages out to customers and large groups in a matter of minutes.

Emergency Notification Capabilities:

- Mass dial out and notification to a list of specified personnel
- Recorded message can be pre-scheduled or distributed at a moments notice
- Can direct unique messages to different groups
- Up to 3 dial out phone numbers per person
- System leaves message with recorded notification for those who do not answer the incoming call
- Emergency Notification initiated when first person dials in (based on dialed number), no additional user input required

Reliability and flexibility when it counts most...

DEPLOYMENT OPTIONS

Private-Hosted

This deployment allows you to maintain a dedicated solution without the cost or administration of an in-house server. A Standard-Hosted deployment enables usage on one of our multi-tenant servers. In both of these deployments, your system is located at one of our secure co-location facilities.

On-Premises

Allows the servers to remain within your network and behind your company firewall, enhancing overall security and reliability. If HA is enabled, servers can be geographically dispersed to ensure system availability even in the event of a local outage or natural disaster at primary server location.

HIGH AVAILABILITY

ConferenceContinuity™ is our high availability (HA) offering, which includes an integrated, stand-alone server and provides HA and disaster recovery in a simple, easy to manage package, ensuring that your system will be available in all critical circumstances.

This powerful feature ensures 24/7 availability by proactively detecting failure signatures and switching to a hot standby server before failure causes user downtime. With its built-in replication, WAN optimization, continuous availability, disaster recovery, and data protection capabilities, the ConferenceContinuity Engine provides the most comprehensive protection.

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the technology of cooperation

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