

DAKS is a high-performance, high-availability telecommunications platform that delivers mission-critical collaboration and alerting solutions, supporting organization's business rules and response strategies. DAKS can automatically dial subscribers, deliver pre-recorded or live voice announcements as well as e-mail messages, join people into teleconferences, answer situation inquiries and more.

Severe weather events may range from an inconvenience to life-threatening scenarios. The severity, location, magnitude and window of response time are unique to each event. The ability to efficiently and effectively communicate key information and instructions to your staff is critical.

To minimize risk and ultimately return the organization to a normal operating state requires crisis management to be adaptable and ready to work in a predefined or ad hoc fashion. DAKS is the answer! DAKS will:

- ◆ Activate emergency conferences among crisis response personnel to coordinate activities and determine the messaging for alerts
- ◆ Automatically dial out to office, home and/or mobile phones with alert notifications and instructions
- ◆ Send pager, email or text alerts
- ◆ Track recipient acknowledgements and automatically escalate based on the number of responses
- ◆ Complement outbound notifications with dial-in service for delivering up-to-date information to callers



DAKS PLAYS KEY ROLES DURING HURRICANE IRENE

Coney Island Hospital (of the New York City Health and Hospitals Corporation) recently used the DAKS system to prepare for Hurricane Irene. When the Hospital Incident Command System (HICS) was activated, DAKS sent an alert to all Team Members for a strategy session concerning the probable evacuation of the hospital. When the evacuation became necessary, the DAKS HICS All Call was initiated to get the evacuation team assembled and in motion. Once the imminent danger was past, the DAKS was again triggered to assemble the team facilitating the return of patients to Coney Island Hospital. According to Wayman Caliman, Director of Telecommunications, "The DAKS allowed us to gather all of the people needed to make sure that our patients were moved to safety in an orderly manner. It provided instant notification of all required personnel."



A SOLUTION FOR ALL ENVIRONMENTS

DAKS allows you to tailor a solution that aligns with your environment and business requirements. Do you only have a few dozen employees to notify in a single city or do you have thousands employees across many regions? DAKS scales cost effectively from 4 channels to 480 channels to support timely notifications for a single site or complex communications strategies for multiple regions.

DAKS also offers flexibility with a variety of interfaces – NI2, QSIG, CorNet-NQ and SIP for switch connectivity. In other words, DAKS works seamlessly with your preferred platform – Siemens, Cisco, Avaya and more. With DAKS, you can deploy a small, targeted solution today and then expand the scale and functionality beyond severe weather response as your business requires.