

Waiting for someone to discover a problem can sometimes be too late. If a server room becomes too warm, an elevator fails or a system malfunction alarm arises, your staff needs to respond quickly. The efficacy of the response will determine the cost of the failure, both in financial and operational impact terms.

Flexible Workflows

With a triggering event, DAKS can send voice, e-mail, desktop alerts or text messages without human intervention. If a fire sprinkler system engages or a security door is ajar, an alarm from a facilities management system can automatically initiate a DAKS Alert Notification to inform a maintenance response team or centralized Network Operations Center. Or, if a refrigerator with vaccines or other medications suddenly fails, DAKS can notify maintenance before there is a significant loss.



Alert Notifications can ask for positive or negative responses to signal acceptance of a trouble ticket. Further, a two-step procedure is available. After confirming acceptance and then fixing the malfunction, the user will call DAKS and explicitly confirm with a "completed message" that the problem has been successfully resolved.

Enterprise Integration

Communications-enabled business processes (CEBP) automate communication and collaboration activities into business workflows, minimizing the delays, miscommunications and omissions that often occur in business operations. As a premise-based CEBP platform, DAKS is the basis for tightly integrated enterprise communication solutions that leverage your organization's existing infrastructure and systems. With a focus on operations continuity, DAKS can notify the appropriate resources within an organization when a monitored situation crosses a threshold. DAKS interfaces with a variety of third party systems via a wide range of interfaces and protocols, including:

- Electrical contacts (open/closed circuit, input/output) for connection to sensors, switches, relays, etc.
- Serial Data Interfaces with standard and configurable protocols (TAP, ESPA 4.4.4, custom)
- Full-function IP-based XML protocols for custom enterprise integrations and hybrid mass notification systems



TTX Company Case Study

As a leading provider of railcars and related freight car management services to the North American rail industry, TTX invests in and operates technology solutions to improve the quality and efficiency of their business throughout their operations. As one such solution, DAKS optimizes advanced communications at TTX in various scenarios. TTX leverages DAKS to optimize several mission critical workflows, including Help Desk resolution of "severity one" issues, emergency broadcasts to their employee base, and automated notification and dispatch to engineering teams.

Within TTX, key servers are configured to send an automated e-mail to DAKS under defined conditions. The e-mail contains information on the condition. DAKS leverages text-to-speech module and converts the email content into a voice announcement that is appended to a preamble message of "This is an important message from TTX." DAKS then begins to place simultaneous calls to the on-call engineers with the ad hoc message.



To assure the problem is addressed in a timely fashion, TTX deploys multiple contacts, call recurrences and escalations in their DAKS dialing logic. Each engineer can not only log on and off the system based on their on-call schedule, but can activate the specific device to be contacted (mobile device versus home phone, for example). If no engineer responds on initial dial out scheme, up to two more retries to each number at three minute intervals are attempted. If still no response, the notification is escalated to a second team, then third and fourth.