

As a high-performance, high-availability communications enablement platform, DAKS provides advanced communications to assure organizations are prepared to respond quickly and efficiently to safety and security threats while also streamlining day-to-day operations by minimizing delays, miscommunications and omissions.

Safety and Security for Employees and Visitors

- ◆ Assisted 911 – conference local security personnel into emergency calls to:
 - Dispatch on-site resources to emergency location immediately
 - Mitigate false alarms and unnecessary dispatch of public service responders
 - Provide assistance to first responders, including improved location details
- ◆ Silent Alarm / Panic Button – individual internal security / distress alerts
 - Employee offices
 - Reception desks (lobby, payment centers, etc.)
 - Conference rooms
 - Labs
- ◆ Multi-modal Alert Broadcasts, programmed and ad hoc
 - Shelter in place
 - Building evacuation
 - Severe weather
 - Mass casualty event
 - Natural disaster
- ◆ Automated handling of situation update inquiries
- ◆ Remote security guard or campus police officer monitoring

Facility Management and Security

- ◆ Automated engineering and maintenance dispatch for system failures:
 - HVAC
 - Elevators
 - Cold storage temperature monitoring (e.g. lab chemicals, ...)
- ◆ Fire and alarm panel diagnostic monitoring
- ◆ Scheduled systems maintenance due notifications / reminders



- ◆ Maintenance work notifications
 - Painting
 - Parking lot paving
 - Carpet cleaning
- ◆ Physical and personnel security
 - Lock or unlock secure doors
 - Monitor emergency exits
 - Emergency call boxes / ringdown phones
 - Alert beacon activation
 - Motion sensors

Operations Services and Support

- ◆ Pre-recorded overhead announcements, scheduled and ad hoc, of:
 - Office messaging and paging
 - Services starting / ending announcements (e.g. cafeteria, lab hours, visiting hours...)
 - Situation-specific critical incident notifications and instructions (shelter-in-place, evacuate...)
- ◆ Automated handling of information inquiries, offloading operators / desk attendants from servicing request like:
 - Snow schedule in effect
 - Event status and details
 - Emergency situation updates
 - Repeat the last alert notification
- ◆ Network / IT Service Management (ITSM) support
 - Server room temperature threshold notifications
 - Virus and security breach broadcast notifications via voice and SMS (independent of IT infrastructure)
 - Server / UPS fault notifications
 - Service interruption and expected restoration notifications
 - Help desk access and technician dispatch
- ◆ Efficient and assured access to on-duty members of support services teams
 - Maintenance
 - Custodial
 - IT
 - Customer support
- ◆ Enhanced / managed reachability of VIP / key personnel resources
 - Called number fan-out to multiple phones
 - Personalized call screening and redirection



Communications Enablement Platform for Safety, Security & Business Operations

Why Deploy an On-Premise, Purpose-Built CEBP Platform?

Certainty of Essential Communications during Mission Critical Situations

- ◆ Delivered on purpose-built platform to assure the highest levels of reliability, availability and resiliency
- ◆ User familiarity through daily operations assures effective use during high stress events

Assurance of On-Premise / On-Campus Communications

- ◆ Mitigate/eliminate the PSTN “choke point” when communicating with large numbers of internal endpoints
- ◆ Work behind non-DID and auto attendant scenarios

Expand Communications Channels

- ◆ Encompass non-traditional endpoints such as WLAN / DECT devices, overhead and outdoor PA systems, SIP-connected speakers and more
- ◆ Better leverage traditional PBX phones with special features, including emergency ring tones, automatic speakerphone activation, ignore station forwarding settings, etc.

Solutions to More Problems are Within Reach with In-House Interfaces and Interconnections

- ◆ Monitored devices and systems – security sensors, environmental sensors, access control systems, facility management systems, process control systems...etc.
- ◆ Front-end systems – dispatch consoles, security stations, attendant consoles
- ◆ Controlled devices and systems – door locks, strobes, downstream operational support systems

Highly Secure

- ◆ Data repositories and personal information stay within the walls of the enterprise
- ◆ Inter-systems interfaces (systems and monitoring points) operate within the private LAN / WAN
- ◆ Nearly impervious to external attacks and hacks, less susceptible to internal breaches and penetrations

Lower Administrative and SME Demands

- ◆ A centralized approach to CEBP management reduces systems administration and SME expertise required to design, implement and maintain the solutions
- ◆ Loosely coupled integration with almost any hosted / cloud mass notification system is easily accomplished without special SME requirements

Cost Savings

- ◆ Use your existing service providers for telephone and SMS text services
- ◆ No added per-transaction usage fees



DAKS Applications

Broadcasts & Alert Notifications

Voice and text messages with optional recipient confirmation, quotas and escalations.

Emergency Response Teleconferences

Initiated by telephone, operator console, external inputs and/or host systems.

Routine Conferences

Scheduled or ad hoc meet-me, preset and progressive conferences.

Announcement Services

High-availability dial-in service providing up-to-date information to callers without encumbering staff.

Personal & Group Calling Services

One-number dialing for enhanced accessibility to mobile individuals and service groups with member on/off duty management via phone or web.

Positioning Services

Quickly locate people and mobile assets.

Messaging Portal

Send notifications to a diversity of devices from a common user interface.

