

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

### 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.

