

SPOK[®] CRITICAL ALERTING

NOTIFYING MOBILE STAFF QUICKLY

Systems commonly found in public safety such as computer-aided dispatch (CAD) are directly tied to life safety, and their critical nature requires information to be delivered to first responders in the field as quickly and accurately as possible. With Spok's ability to integrate with a CAD system, a new event created in the CAD can automatically trigger a message to patrol units, medical units, the jail, and courthouse staff, either via email or a multitude of mobile devices.

Spok can offer a solution that replaces or integrates with existing systems to deliver critical alerts and alarms to a wide variety of mobile devices such as pagers and smartphones. For organizations that require an additional level of security for these messages, Spok can offer a secure, encrypted texting option. In addition to mobile devices, these alerts can be displayed on LED signage boards, and sound other alarms such as a bell in a fire station.

Today's monitoring technology generates a lot of valuable information and alerts that help staff members quickly manage changing situations. Systems such as fire detection, security, and building management typically have audible alarms that alert all nearby personnel when something is out of the ordinary. But this often means more people are involved than necessary, and role confusion can slow response.

Spok's critical alerting solution, called Spok[®] Messenger, is different. It detects alerts from your monitoring, alarming, and CAD systems and routes them to the appropriate staff on their wireless communication devices. The result is faster response to critical events to improve efficiency, safety, and satisfaction.

Spok Messenger creates an enterprise-wide hub for the management, prioritization, and response to key events. This includes the ability to send messages to the right people on the right devices based on rules set up in your organization, including escalated communications whenever necessary. It also means you can manage devices easily and allocate staff appropriately.

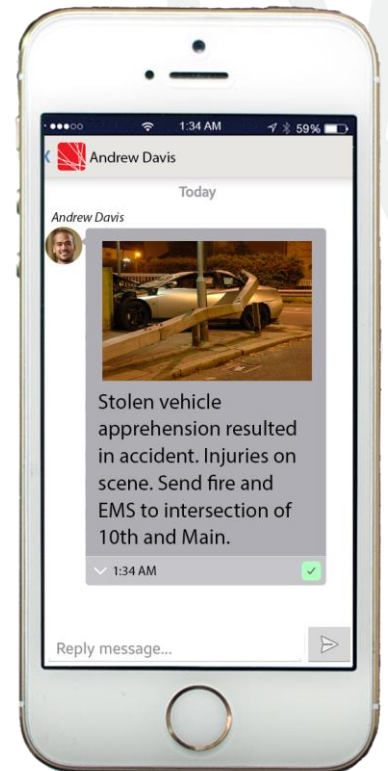
SECURE, ENCRYPTED MESSAGES TO SMARTPHONES

An option available through Spok is to ensure all messages sent to smartphones are secure and encrypted. By deploying the Spok Mobile[®] application to any patrol units or other mobile staff members, messages delivered to their smartphones are encrypted and not subject to being maliciously intercepted and viewed by unauthorized individuals.



SPOK CRITICAL ALERTING:

- Connects alerts from systems to mobile devices
- Integrates with countless systems and communication devices already in place
- Filters alarms by priority/staffing
- Offers escalation functionality
- Provides full audit trail with date and time stamps



EASE OF ADMINISTRATION AND SECURITY

Spok allows you to leverage a single system for configuring all of your messaging requirements, eliminating the need to go back and forth among multiple systems. Additionally, you can show users only what they need to see based on their role/department. Advanced filtering means fewer broad-based alerts go to people who don't need to receive them.

AUTOMATIC AUDIT TRAIL

Spok Messenger provides a complete audit trail of all notifications, including time/date stamps, and recipients. The audit trail can be used by management to measure efficiencies, identify bottlenecks in the flow of information, and improve response times to events across the organization.



STAFF EFFICIENCY AND SAFETY

Ultimately, the ability to reach mobile team members quickly improves overall workflow, staff productivity, and the comfort and safety of those under your protection. Fast delivery of important alerts to the people who can act on them not only strengthens the efficiency of your operations, but it also provides a safer community and a safer working environment for your responders.

