

# SPOK<sup>®</sup> MESSENGER

GETTING CRITICAL ALERTS TO YOUR STAFF QUICKLY



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

Spok's intelligent critical alerting solution, Spok Messenger, detects alerts from your monitoring and alarm systems and routes them to the appropriate staff on their wireless communication devices. The result is faster response to critical events, which improves 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 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.

## SPOK MESSENGER: KEY BENEFITS

- Connecting alerts from systems to mobile devices
- Integration with countless systems and communication devices already in place
- Alarm filtering by priority/staffing
- Escalation functionality
- Full audit trail with date and time stamps

## EASE OF ADMINISTRATION AND SECURITY

Leverage a single system for configuring all of your messaging requirements, eliminating the need to go back and forth to manage the same information in multiple systems. Additionally, 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. This means the correct message or alert is delivered to the appropriate recipient in seconds. 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 within seconds improves overall workflow, staff productivity, and the comfort and safety of everyone in your facility. 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 environment.



# DATASHEET

SPOK MESSENGER*	
<b>System Architecture</b>	Client/server, encrypted TCP/IP communications
<b>Concurrent Thick Client Capacity</b>	500 per server
<b>Concurrent Web Client Capacity</b>	300 per server
<b>Recipient Capacity</b>	10,000 per server
<b>Group Capacity</b>	10,000 groups with any combination of recipients
<b>Department Capacity</b>	10,000 departments
<b>Alarm Capacity</b>	64,000 alarm inputs (either opto-coupled or dry contact closures)
<b>Escalation Capacity</b>	10,000 call escalations, 100 steps max
<b>Roster Capacity</b>	10,000 individual roster schedules, unlimited number of shifts
<b>Serial Port Capacity</b>	64 x RS232C serial ports per server
<b>Carrier Capacity</b>	20 paging/SMS carriers with modem pooling
<b>PBX Port Capacity</b>	64 ports
<b>PBX Interface</b>	Two wire analogue extension or digital Dialogic ISDN/T1/E1
<b>Reminder Messages</b>	100,000 reminder messages, unlimited forward scheduling
<b>integrations</b>	Over 300 vendor systems and carriers supported for complete facility integration (interoperability list available)



*\*For additional technical/product information, please refer to the product user manual*