

# Emergency/Event Notification (EEN)

by Mutare Software

## Application Highlights:

- Easy to use. No special training class required.
- Deployment with a single call and flexible message delivery options.
- Simultaneously places live calls and sends emails to minimize notification time, allowing for quicker response.
- Multiple contact points maximizes notification success.
- Team members maintain their contact data, optimizing accuracy.
- Information is customized to the situation for clear communication and call to action.
- Schedule future broadcasts.
- Security incorporated through entire process.
- Real time web access for status of member notification and response.

**Mutare Software** is a leading developer of interactive voice & internet response (IVIR) applications with over 1,000 successfully deployed applications throughout the world. Mutare is proud of its prestigious customer base and focus on complete customer satisfaction.

Mutare's years of voice application experience and unparalleled commitment to service ensure complete satisfaction with your Emergency/Event Notification application.

For more information visit Mutare's website at [www.mutare.com](http://www.mutare.com) or call 847.496.9000.

**The Need** - All organizations, regardless of size or industry, need to manage the notification of personnel to respond to business events. Rapidly deploying all essential resources is crucial to an effective response and continuation of business.

Mutare Software's **Emergency/Event Notification (EEN)** application provides a simple, yet powerful method for handling all types of notifications.

**Notification** - EEN can notify members via phone, email and PDA. Beyond rapidly sending notifications, EEN allows recipients to indicate their acknowledgement, and/or availability to respond to the situation. All contact attempts and member responses are logged, providing a complete audit trail of the notification process.

**Accuracy** - A major challenge is keeping contact data current. EEN sends a scheduled email on a recurring basis (set by the administrator), with a link to the web site, reminding each member to update their contact points.



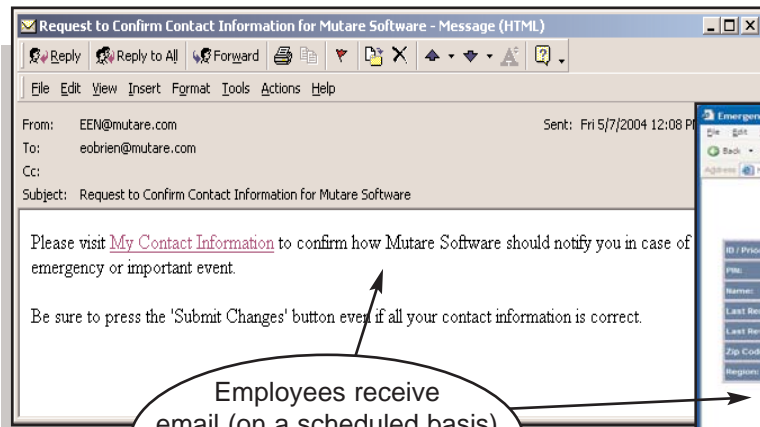
**Activation** - EEN can be activated by any authorized person from any phone by dialing a secure access number, selecting the list(s) of individuals to be contacted, recording the broadcast announcement and requested action steps. Many broadcast options are provided so the communication can be tailored to the nature of the situation.

**Reporting** - After starting a broadcast, the broadcaster can access a web site (on the organization's web server) to determine the status of the notification, and list of confirmed responders at any time. A detailed report is also available on all activities of the notification.

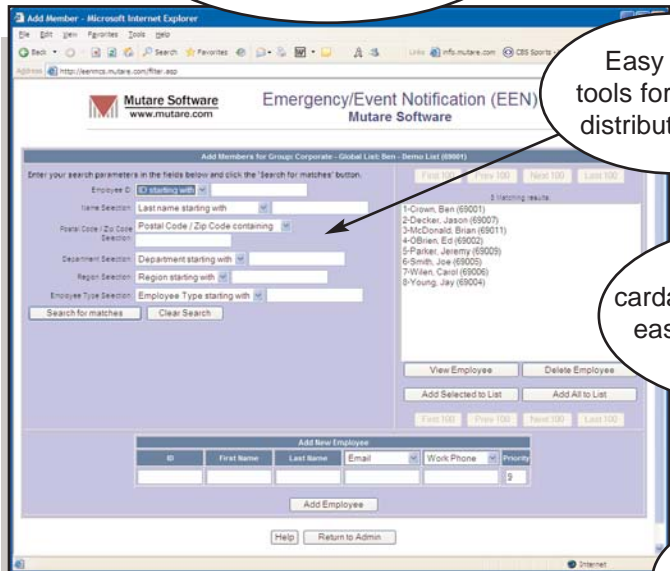
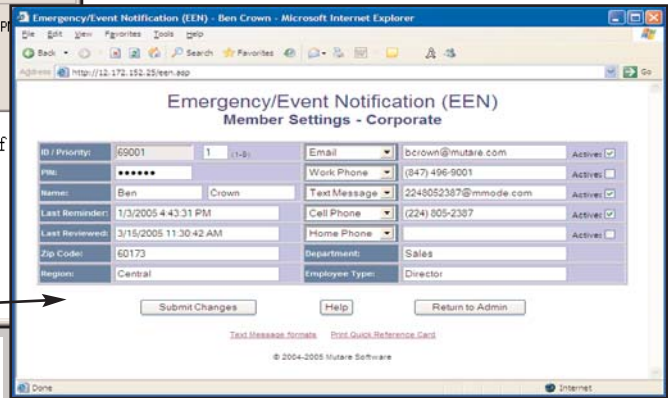
**Why Mutare's approach works!** EEN is powerful enough to handle the most challenging requirements. However, it's simple enough to use for everyday event notifications. If people use the system on a daily basis, both broadcasters and responders will be familiar with the system, ensuring that it will work more effectively should a real emergency arise.

# EEN Broadcast Process Overview

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Employees receive email (on a scheduled basis) with a link to update contact information.



Easy to use tools for creating distribution lists.

Convenient wallet card allows broadcasts to be easily triggered from any phone or browser.

**EEN Broadcast Initiation Card**

Phone Access: 800-XXX-XXXX  
 Web Access: [www.webaddress.com](#)  
 User ID: XXXXXX  
 Password: XXXX

**My Broadcast Lists:**

900	Executive Team
950	Media
975	IT Support
XXX	XXXXXXXX

Multiple contact methods used to quickly reach people and gather responses.

Summary reports of notification activity plus detailed individual results/responses.

