

Enterprise Notification System

New Standards for Emergency Communications - Are You Ready?

Mutare Software's Enterprise Notification System is a flexible tool that automates the rapid delivery of notices to selected groups. ENS delivers simultaneous voice, text, and email broadcasts to all user PCs, phones, cell phones, PDAs and pagers. Powerful enough for all-staff emergency announcements, reliable enough for code alerts, simple enough for everyday notices, ENS helps assure the continuity of your operations, the security of your staff and patients, and the compliance of your facility to new standards for emergency management.

ENS Setup and Administration

ENS operates from a dedicated server networked to your phone system and Internet for simultaneous voice and email broadcasts. It includes a web-based interface for simple management of recipient lists and review of broadcast activities. Each subscriber on a list is allowed up to five addresses for phone, cell phone, email, PDA or pager contact. Through the ENS interface, subscribers control their own contact information and receive periodic reminders with a link to the contact update web page – a feature that saves administrators time while assuring up-to-date contact data.

ENS Broadcasts

The ENS administrator can select contact lists and initiate a pre-recorded or custom message broadcast via phone call or Internet browser, from any location, at any time. Once initiated, the message is delivered to all phones, hand-helds, pagers and email inboxes on the selected contact lists. For broadcasts triggered from the web, ENS automatically converts the text using text-to-speech technology for simple email delivery and playback.

Administrators may optionally request delivery acknowledgement and can track all broadcast and delivery activity in real time through the ENS website.



We initiate ENS broadcasts four to five times a day, primarily for code alerts or other events requiring quick and coordinated staff response. It has been a tremendous benefit in terms of saved time for our operators and responsiveness to our patients.”

 **Mutare**•Software
Changing Communications

in partnership with

 **Lantana**
Communications

ENS Features

- **Database Sync:** Automatically update ENS from your organization's data source.
- **Caller Confirmation:** Broadcasts may prompt a "yes" or "no" response from recipients for polling purposes or acknowledgement of availability.
- **Survey:** Allows for multiple questions to be added to the broadcast for easy data collection.
- **Custom Interface:** Because ENS is behind the firewall, it can interface with other internal phone, messaging and alarm systems.
- **Automatic Update Requests:** For simple database updates, ENS can send periodic voice or email messages reminding subscribers to update their contact information.

ENS Benefits

- **Easy:** With a simple Internet interface and voice prompts directing phone broadcasts, ENS requires no special user training.
- **Flexible:** Text and voice broadcasts can be generated from any phone or browser and delivered to any phone, cell phone, pager or email address. Customers with Nuance EPS may, additionally, initiate broadcasts through voice recognition.
- **Secure:** ENS resides on a dedicated server behind the firewall so no vendor outside of the organization has access to your sensitive data.
- **Economical:** ENS leverages existing telecommunication and data resources for the most cost-effective message delivery system. There are no ongoing usage or annual fees as with hosted solutions.

- **Reliable:** Multiple delivery methods, including text messaging, ensures that your message reaches its audience, even if conventional phone lines are down.
- **Efficient:** Contact information and updates are managed by individual subscribers, freeing administrators from this time-consuming chore.
- **Powerful:** ENS is just as efficient at sending messages to thousands of individuals at multiple locations as it is capable of delivering targeted notices to small groups. As an emergency response tool, it enables officials to quickly take control of communications in a crisis and effectively manage response and recovery. As an enterprise notification system, it streamlines everyday communications while freeing up operator time and phone lines.

Joint Commission Considerations

EM.02.02.01 standards related to:

- Broadcasting information/instructions to staff/emergency response teams
- Communication with providers of essential supplies
- Communication with other regional healthcare organizations
- Conducting/reporting on drills
- Logistics support
- Notification to external authorities
- Communication with media

ENS Also Supports:

- Personnel Recall
- Facility Lock-down notice
- Shift Staffing Management
- Appointment Reminders
- Hospital Code Paging
- Maintenance Calls
- Employee Reporting

ENS Requirements:

- ENS resides on a dedicated server, supplied either by the customer or by Mutare.
- The number of voice ports is determined by the number of subscribers to be supported and speed of delivery required.
- Installation requires the server to be interfaced to the phone network for voice broadcast and the Internet for text and email messages.



About Mutare Software

Mutare Software is changing the way business communicates. Innovative messaging solutions such as EVM Plus and giSTT™ enable employees to read voicemail messages in email for faster decisions, profitable transactions and closer relationships between customers, employees and suppliers. Sales go up and expenses go down. Mutare is known for its voice and web based self-service applications, call center administration tools, and custom Interactive Voice Response (IVR) solutions that deliver high value and improve customer service. Visit us on the web at www.mutare.com.



About Lantana

Lantana Communications is an Avaya Platinum Business Partner and a leading solutions provider of designing, implementing and maintaining converged communication networks. We offer a full range of solutions including IP Telephony, Data Infrastructure, Unified Communications, Contact Center, Wireless, Security, Speech Applications and much more. We also provide a complete range of services from Design Engineering, Installation Project Management Repair, Remote Monitoring, Support Agreements and Financing. Visit us at www.lantanacom.com.