

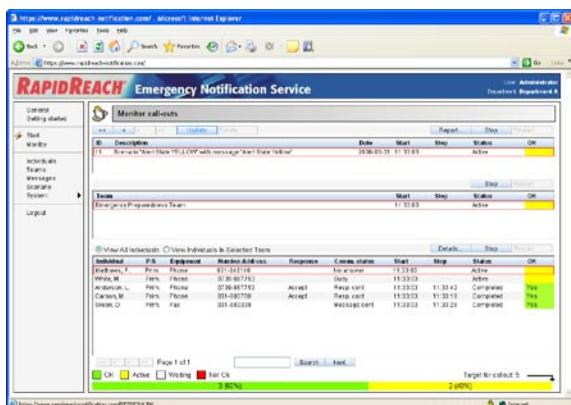


Product features - RapidReach ENS Web

In a crisis, accurate and timely information is the key to informed and effective action. Timeliness and effectiveness of crisis communication is crucial. RapidReach ENS WEB provides efficient, high speed, secure communication in critical situations.

Notifications can be initiated with RapidReach around the clock -no matter where you may find yourself. Activation is simple. You can activate a call-out using a few commands through any Browser or via any touchtone enabled landline or mobile telephone.

Redundant Master/Slave servers allow notifications to go out without a hitch. The same time tested, industry leading solution we employ with our hosted service can be deployed locally, for organizations that require secure, redundant notification capability in house solutions no matter what the emergency.



Key Advantages

- Broadcast information quickly and accurately
- Free personnel for other urgent tasks
- Reduce confusion by minimizing disinformation
- Avoid high consequence mistakes and delays
- Simplify, by coordinating different notification channels with one tool
- Fully document ongoing and completed notifications
- Cost effective for both small and large organizations

RapidReach ENS WEB can be deployed as a subscription service using Off-site hosted resources, or On-site using your own server. Both solutions offer fast, simple and effective solutions to securely, and automatically distribute the right information to the right people at the right time. You can broadcast information or request responses, and precisely track the progress of your response, and increase the speed and accuracy of emergency notification, reduce the risk of human error and most importantly, allow your personnel to focus on the situation at hand - to save lives, protect resources and property and minimize the impact of an event or incident.

Applications

- Adverse Events - Snow & Ice, Floods, Tornados, Hurricanes, Wildfires
- Adverse Publicity
- Power outages, Industrial Accidents
- Network or Server Failures
- Transportation interruptions
- Labor Strikes, Accidents and Injury
- Informing Decision makers, mobilizing key personnel
- Corporate Security and Safety - Routine and urgent mobilization
- Business Continuity -Crisis Action Teams, Responders, Stakeholders, Suppliers and Employee notification
- Emergency exercises and Emergency Response
- Industrial/Chemical/Nuclear - Site Security and exercises
- Supports Responsible Care at Tier 1 and Tier 2 facilities
- Public Safety - Fire & Hazmat teams, Public GIS notification

Quickly and effectively notify people via any voice or text enabled device. People will be contacted via landline phones, mobile phones, wireless devices, SMS, pagers, fax and email. All actions and responses are logged so you can see how personnel, business, and local residents respond to the situation, minute by minute.

RapidReach ENS Web allows you to completely secure your notification capability and customize it for your organization. You can integrate it with existing in-house systems and databases, and provide automation, documentation and flexibility to existing procedures.

System & Notifications

- Supports landline phones, mobile phones, SMS*, wireless devices* and PDA's*, email*, text* and numeric pagers, alarm systems*, text signs* and fax*
- Local systems available up to 480 lines, both analog and digital interfaces, including T-1, E1 and ISDN
- Single Screen presentation of all call-out activities including status modes, start and stop times, contact numbers, answers etc.
- Consistent, intuitive user interfaces
- Single or Multi-user* versions
- Remote activation of predefined call-outs via telephone or web
- Call-outs can be created "on the fly"
- Predefined call-outs can be set up for simpler activation
- Call-outs can be manually stopped and restarted
- Configurable calling parameters such as time allowed for entering responses, number of retries on busy signals etc.
- Different priority levels for call-outs can be defined
- Detailed and summary reports of personnel data, scenarios, groups and call-outs
- Call-out reports can be automatically printed and distributed by e-mail* or fax*
- Context-sensitive help and comprehensive user documentation

Messages & Equipment

- Respondents can record a response during outbound call, or dial in to respond
- Inbound callers can be automatically identified by their phone number
- Respondents may reply with Estimated Time of Arrival
- Scenario call-out messages can be rerecorded over the telephone
- Supports US & UK English, German & Swedish

Personnel Administration

- Unlimited number of personnel or teams
- Manual import of personnel data via text-delimited files
- Secondary individuals can be assigned as backups to Primary individuals
- One individual can belong to multiple teams
- Unlimited number of contact alternatives for each individual
- Compartmentalize the database through departments to allow users to independently maintain lists, messages and call-outs
- Data is protected by sophisticated password management
- Access to call-out information controlled through configurable user access

System Options

- DCP* (Data Connection Platform) – support automatic import of data from Excel, CSV, LDAP, LDRPS or RecoveryPac databases
- Call-out Engine* - integrate RapidReach with external systems, using XML files to initiate call-outs
- API* - integrate RapidReach with external applications to automate initiation of call-outs
- Automated Backup* - back up data while the system is still running
- PLC* - integrate RapidReach with external systems to activate call-outs automatically using a standard serial communications protocol

System Requirements

RapidReach ENS Web as Offsite Subscription Service:

Internet Accessible Windows based machine
Internet Explorer or compatible browser

RapidReach ENS Web as Local System:

Server:

Windows Server 2003 with IIS
Pentium 600 MHz (min) 256 MB RAM (min)
100 MB free disk space, CD player
PCI slots 1 per phone board and sound card¹
USB port for connecting a dongle

Client:

Windows based browser (Internet Explorer or compatible)
Internet access

Network:

High-speed LAN or WAN, at least 10 Mbit/sec.

¹) Size as well as type (PCI or PCI-X) depend on type of installation

²) System option

With reservation for technical changes and misprints that may occur.



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