



OnSolve Mass Notification

Time-Sensitive Mass Notifications to Communicate with Ease

With geographically diverse workforces, increasingly intricate operations, extreme weather events and complicated global conditions, effective communications is more critical to businesses now than ever before. Whether faced with an emergency or managing simple routine functions that keep operations running, organizations require state-of-the-art technology backed by an experienced provider every day.

OnSolve® Mass Notification helps organizations prepare, detect, activate and recover from both critical and routine events quickly and effectively and adapt in real time as situations unfold. Get the right information to the right people at the right time with an intuitive platform that makes it easy to send alerts to any device, in multiple channels, from anywhere.

Whether it's an emergency or day-to-day operations, effective communications is critical to maintaining business continuity and employee and public safety. Don't just survive a crisis — thrive in the aftermath with OnSolve.

FAQs

Q:

What is multi-modal messaging and why is it important?

A:

“Modalities” are the different devices and channels available to send an alert. It’s possible that some channels might be down or overloaded during a widespread disaster, but it’s highly unlikely that all modalities will be unavailable all at once. Sending alerts through multiple channels and devices increases the odds that your messages will get through.

Send alerts to virtually any communications device including:

- Mobile
- Email
- Short Message Service (SMS)
- Desktop notifications
- OnSolve mobile app
- Social media
- RSS feeds
- And more

Q:

What kind of communications can I send?

A:

There’s an endless list of reasons why organizations need to communicate with their people, whether in the case of an emergency or simply as part of daily operations. Severe weather, wildfires and active

assailants are examples of critical events where effective communication can mean the difference between life and death. Day-to-day communications keep operations running and can include HR updates, office closures and on-call scheduling.

Real communications sent by our customers include:

- Crisis alerting and responses
- Cyber security and IT incidents
- Employee safety and communications
- Severe weather and natural disasters
- Health and safety incidents
- Internal communications
- On-call scheduling
- Public alerting
- Executive protection

Q:

What types of devices can I use to access and send messages?

A:

Send an alert from almost anywhere, anytime using:

- Any phone (cell or landline)
- Any internet-connected device, including tablets and desktops
- The OnSolve mobile app

Q:

Is it easy to create and send messages?

A:

Yes, it only takes a few clicks to send an alert to tens, hundreds or even thousands of people. OnSolve offers a variety of message templates and a Quick Alert process to expedite the delivery of alerts during emergencies, while also providing an advanced alert option for more complex workflows.

See page 7 for an illustrated guide to sending a Quick Alert.

Q:

Can OnSolve be integrated with other software or technology?

A:

Yes, OnSolve integrations add powerful and flexible alerting capabilities to other critical business technology, including physical security, network monitoring, manufacturing and IT management systems.

Integrating with your existing ecosystem helps reduce manual processes and eliminates the need to maintain separate databases of contact information (for example, integrating with your HR system).

Q:

What is the best way to keep contact data current in the OnSolve system?

A:

We recommend using our Account Portal. Administrators can send OnSolve alerts reminding contacts to update their own emergency information through a simple link. This ensures that alerts are sent to the right contacts in an emergency, reducing the risk to your people and organization in a time of crisis.

Integrating OnSolve with your existing business systems streamlines this process further, like mentioned above with automatic updates to the database.

Q:

Can alerts be targeted to specific people or groups?

A:

Depending on the size and scope of your directory, you may need to quickly choose groups of people to alert in an emergency without contacting your entire database. OnSolve allows for the precise targeting of alerts to specific groups of people based on key characteristics, including geographic location, job role or capability.

The geo-enabled alerting feature uses a mobile device's real-time position to create accurate, location-based alerts. Protect privacy with geofences, alerting users within a designated area without targeting individuals.

Virtually any of your people need to be considered as part of your communications strategy. These individuals may include:

- Employees
- Customers
- First responders
- Public safety
- Shareholders and investors
- Suppliers
- Volunteers



Q:

Are alerts sent through OnSolve secure?

A:

We know how important security is in the current digital landscape. That's why OnSolve has invested millions of dollars over the years in fortifying, testing and certifying our applications and data.

Don't just take our word for it. We have achieved multiple third-party certifications like FedRAMP® authorization. And each year we're subjected to rigorous ongoing tests to ensure we exceed even the most demanding security standards.

Our security features include:

- FedRAMP® authorization
- At-rest and in-transit data encryption
- Two-factor authentication
- Annual third-party PEN testing
- Single sign-on capability
- Digital signatures
- Password policy controls

For a more detailed report on our security standards and controls, please contact your OnSolve representative.

Q:

Does OnSolve offer a mobile app?

A:

OnSolve offers a revolutionary app that utilizes Internet Protocol (IP) networking end-to-end

for the quick, secure delivery of voice and text messages to recipient mobile devices anywhere in the world. To help keep your company connected in both emergency and everyday communications, OnSolve's mobile app reduces the headaches of traditional phone and text notifications.

This encrypted, IP end-to-end approach means you have greater security and a lower total cost of ownership by reducing variable usage fees from domestic and international carriers.

Q:

What type of onboarding and customer support is available?

A:

OnSolve is committed to customer satisfaction. Our goal is to provide superior alerting and response services with the best customer support, making the alerting service simple, fast, reliable and effective.

OnSolve offers several options for customers to get support. They can call or email our Customer Support representatives or choose from several support and training options accessible from within the OnSolve user interface.

While some other vendors require multi-day training courses for their complex solutions, OnSolve provides online training that generally takes just a few hours to fully prepare authorized users.

We have built our solid reputation on real, effective and helpful customer support. We offer live assistance 24 hours a day, 7 days a week, 365 days a year. You can dial our toll-free support number at any time to send alerts with a support specialist.

Page 8 walks you through the OnSolve implementation and support process.

Features

OnSolve offers numerous capabilities that extend the value and return on investment of our alerting service. In your planning and risk assessment process, consider the ways enhanced communications could help improve your resilience. Explore the wide variety of features provided by OnSolve:

Geo-Enabled Alerts

Target alerts by location in the case of regional threats or evacuations with Google Maps™ and flexible mapping tools. Use existing address data to send notifications to recipients within the affected area, or draw a geofence boundary and automatically alert any individual who enters that area while the event is in effect.

Response Options

Poll your people by providing response options to collect valuable feedback and view responses in real time. Response options could be as simple as “Confirm Receipt” or to evaluate if emergency action is necessary with responses like “I need help.”

Contact Data Management

Use several different methods to manage data including DataSync, automated XML via SFTP and API functionality, self-update through a secure web link and self-registration through a secure account portal.

Scenario Library

Users gain access to a library of nearly 150 customizable message templates covering a variety of critical events and severe weather scenarios.

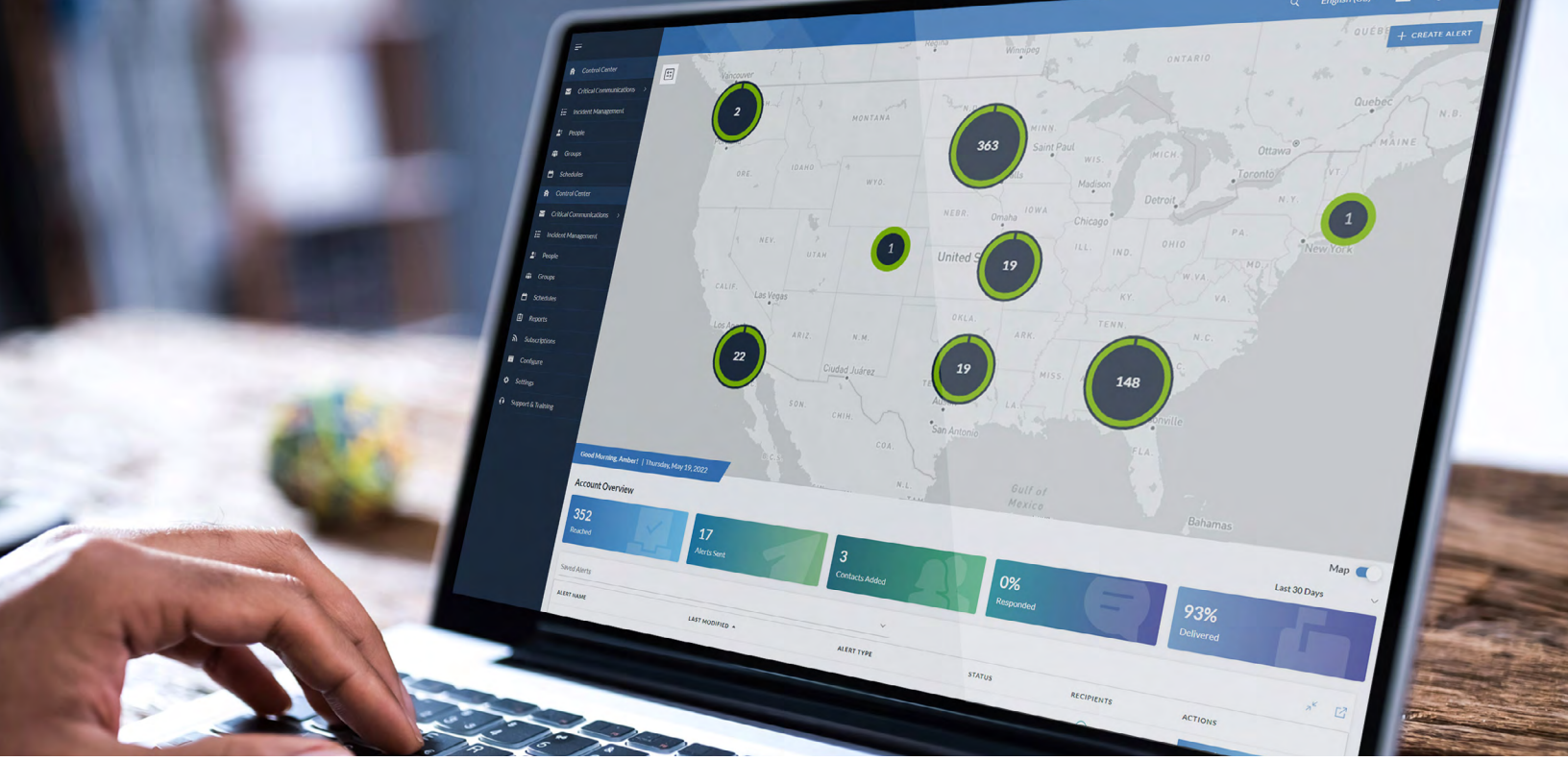
Conference Bridge

Send an alert with one-click access to a conference bridge allowing individuals to press a key on their phone to join quickly and share information, make urgent decisions and coordinate response efforts.

Employee Safety Capabilities

A unified app provides message recipients and initiators with a suite of security features:

- **LookOut:** Provide employees with an alerting tool for reporting incidents they encounter while on the job.
- **SOS:** Connect traveling employees with emergency services while simultaneously notifying your organization.
- **Check-In:** Expand organizational visibility into employee safety by allowing employees to self-report their location at any time.
- **Life Check:** Improve employee safety by automatically activating an SOS after a designated time has passed.



Alert Analytics

Access valuable information quickly and easily on a new consolidated page that provides immediate alert statistics and accountability within one view. Increase response rates with the ability to resend alerts quickly and easily to non-responders.

Desktop Alerts

Leverage instant messaging technology to send audible or silent desktop alerts. These alerts open in front of any active desktop applications, ensuring even the most focused employees receive alerts.

Account Portal

Enjoy complete control in the creation and customization of your self-registration portal. A streamlined and clean user experience offers extended data management options, such as defining an expiration date for registration. Get real-time data updates without the need to synchronize data with your alerting account.

Integration Engine

The integration engine gives you access to more than 450 out-of-the-box integrations to your existing physical security, business continuity and IT management systems. Instantly set up connectors to systems like Facebook (parent Meta Platforms), Fusion Risk Management, ServiceNow®, Microsoft Teams and Slack®.

Risk Alerts

Automated, location-based critical event alerts generated from The Weather Company® via multiple modalities eliminate the need to manually detect an event, instantly triggering notifications to the right people.

Centralized Operating Hub

Use the newly evolved visualization dashboard for control center level visibility. Customize the reporting widgets you want to see, including assets (such as contacts and groups), response analytics and quick links to act. This 360-degree view creates a consolidated summary of your communications efforts.

Send an Alert in 5 Simple Steps

Let's Begin

Easily send an alert no matter your location. Messages can be created from any landline, mobile phone or computer. Use the OnSolve mobile app to send notifications from your tablet or smartphone.

The screenshot shows the 'Create a Quick Alert' interface with four numbered steps:

- 1** What would you like to name alert?
Alert Name*
Enter alert name, e.g. Monthly Fire Drill
0 / 120
- 2** What delivery methods would you like to use?*
- 3** What would you like your message to say?*
- 4** Who do you want to send to?

Buttons at the bottom include CANCEL, SEND NOW, and a link to 'Create an advanced alert'.

1

Create Your Message

Craft your copy and add response options if needed.

2

Choose Your Modalities

Select your methods of delivery, whether voice, text, email, etc.

3

Select Recipients

Choose who receives your message with targeted alerts.

4

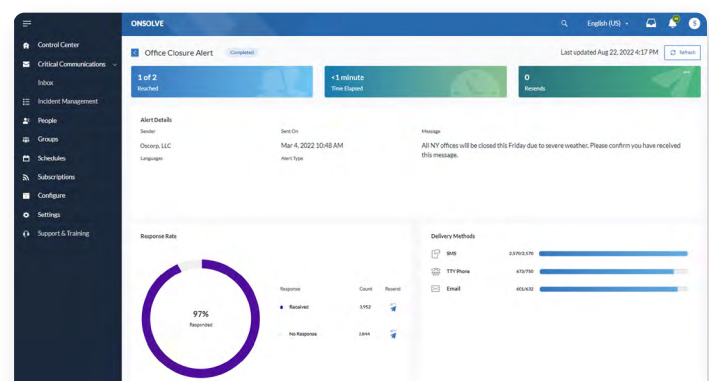
Send Your Alert

Send it now or schedule it to go out at a later date or time.

5

Monitor the Response

View alert responses in real time so you can take additional action if necessary.



Getting Started with Mass Notification

Here's a high-level look at what you can expect when you choose OnSolve for your communication needs



one

Start Your Implementation

During implementation kickoff, we'll collaborate to set clear business objectives, gather your requirements, define your project scope and establish the goals you want to achieve. This is the time to review how Mass Notification fits into your ecosystem, define project success criteria and review the implementation timeline with deliverables. You'll also meet your dedicated OnSolve team, including your account manager and project manager.



two

Coach Your Team

You'll connect regularly with your OnSolve team to get up-to-speed and help ensure best-in-class delivery and engagement. Every decision that's made is targeted at the best way to accomplish your specific goals. This includes:

- Determine your divisions and roles
- Set up additional features
- Create your contact data and groups
- Prepare for roll-out
- Begin building scenarios, alerts and branding



three

Care For Your Needs

Once implementation is complete, you'll transition to the OnSolve support team. This includes 24/7/365 assistance, regular account management check-ins, access to the OnSolve Customer Community and exclusive customer events and webinars. You can also engage with subject matter experts on taking thoughtful steps to ensure your system evolves as your organization does.

Take a [product tour](#) to discover how you can get the right information to the right people at the right time with OnSolve.

