

# Easy-Call E&DR

(Emergency & Disaster Response)

- Incident-based multi-media response coordination & tracking
- Precision execution of escalation & fan-out protocols



**Communication intelligence that:**

*drives alert and escalation protocols*

**&**

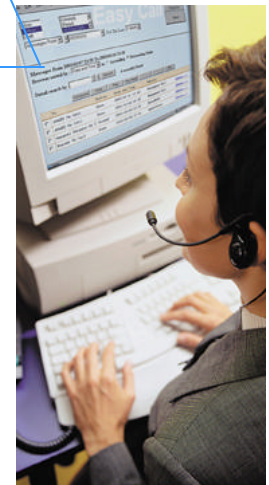
*ensures effective multi-party coordination and interplay !*

- Effective multi-disciplinary musters, using WEB-administered on-duty scheduling & call-out chains
- User-controlled automation minimizes training effort, & mitigates impact of organization change





- Multi-media exchanges of vox, documents, A-V , & free-form text (email) can be 'pushed' out, their receipt made certain

- Time-stamped interactions, auditable within incidents
- Robust, secure , reliable— *multiple media, devices, services, & servers*



**Mandexin**



EASY-CALL E&DR features ...	... EASY-CALL E&DR benefits !
Automated multi-call processing center	<ul style="list-style-type: none"> <li>✓ drive multiple inbound and outbound calls immediately, simultaneously and with accuracy, the interplay limited only by the number of lines in operation !</li> </ul>
Device & service independent Auto-Dial & Locate™  	<ul style="list-style-type: none"> <li>✓ ensure no critical message is ever dropped, or individual missed, through intelligent communications outreach across multiple devices and services !</li> <li>✓ automatically counter the risk of device or service failure !</li> <li>avoid front-end project charges for front-end device upgrades, or, 'lock-in' to one service provider !</li> <li>readily embrace new technology as it comes on-stream !</li> </ul>
Groups, Duty-Rosters and Scenarios target critical alerts & muster multi-disciplinary teams	<ul style="list-style-type: none"> <li>✓ target countless contacts in one step, avoiding disruptive, wasteful broadcasts !</li> <li>✓ ensure coverage via programmable rosters, providing automatic multi-level escalation that seeks and confirms respondents with appropriate skills &amp; specializations !</li> <li>✓ combine multi-disciplinary rosters to form response teams for emergent scenarios !</li> <li>✓ expedite bi-directional interaction between team members !</li> </ul>
Pre-programmed protocols with stepwise escalation & fan-out	<ul style="list-style-type: none"> <li>✓ execute emergency procedures <i>exactly as planned</i>, in minutes, no matter who is on-duty, regardless of the training status of individuals throughout the organization !</li> <li>✓ vet protocols in daily operation before their inclusion in fan-out scenarios !</li> <li>✓ build-up or modify protocols on- the-fly as the emergent situation evolves !</li> </ul>
WEB and multi-media interfaces	<ul style="list-style-type: none"> <li>✓ access information across the WEB, or by touch-tone phone, from anywhere !</li> <li>✓ enables roster schedule &amp; contact number to be delegated, and thus, to minimize the administrative burden on central staff while increasing accuracy of details !</li> <li>✓ voice, text, A-V, or application-doc exchanges for alerts, instruction, &amp; review !</li> </ul>
Multi-lingual voice interaction	<ul style="list-style-type: none"> <li>✓ interact with listeners in virtually limitless numbers of languages by touch-tone !</li> <li>✓ interact with listeners in virtually limitless numbers of languages by touch-tone !</li> </ul>
Time-stamped reports of activities and exchanges, replayed with full-vox detail	<ul style="list-style-type: none"> <li>✓ preserve the forensic record <i>indefinitely!</i></li> <li>✓ extract activity summaries and metrics by call type, or person, or department !</li> </ul>
Open, industrial-strength database   <b>Since 1980</b>	<ul style="list-style-type: none"> <li>✓ get robust, high-volume performance you can count on, reinforced by a distributed architecture that ensures mission-critical resilience !</li> <li>✓ interface to Mandexin, or 3<sup>rd</sup> Party, applications:               <div style="float: right; text-align: right;"> <p><b>Mandexin Systems Corporation</b>                  1000 Finch Ave. West, Suite 300                  Toronto, ON M3J 2V5</p> <p>Phone: 416-494-7181                  Fax: 416-494-1511                  WEB: <a href="http://www.mandexin.com">www.mandexin.com</a></p> </div> <ul style="list-style-type: none"> <li>• critical service &amp; task coordination</li> <li>• training scheduling &amp; staff scheduling</li> <li>• use: ODBC tools, PBXs, HL7, GIS</li> </ul> </li> </ul>