send word now®
EVERY MESSAGE COUNTS®

Better Management of Critical Events
Combined Incident Management and Alerting for Greater Control in Emergencies

When managing your organization's response to a critical event, you need information about the situation at hand and the ability to communicate with the right people as quickly as possible.

With Send Word Now's integrated Incident Management Service (IMS), you can track details as the event unfolds and alert or mobilize people from a single solution accessible from any location.

One Integrated Console

Send Word Now's IMS console allows for easy oversight and sharing of multiple events, incidents and tasks, including related documents and information, so no time is wasted during urgent situations.

Through one set of login credentials, administrators can easily collaborate with other managers and grant permissions to view and modify all incident-related data. The posting of additional comments, assigning of tasks, uploading of files, and launching of notifications further improve situational awareness and speed emergency response.

Reliability You Can Trust

Send Word Now's Alerting Service, which features a **100% uptime guarantee**, leverages a wide variety of communication methods (e.g., phone, SMS and email) to instantly keep contacts apprised of the situation. Its powerful Get Word Back feature lets you gather the feedback needed to confirm the safety and availability of message recipients.

Better management of critical events. Fast and reliable communications. One simple tool. Look no further than Send Word Now's Incident Management System (IMS).

PROBLEM
Managing multiple, disjointed systems during critical events is costly, time consuming and ineffective

SOLUTION
Send Word Now's integrated Incident Management Service helps you to manage emergency communications and coordinate actions in the field from a centralized and remotely accessible dashboard

BENEFITS
Increased situational awareness, greater collaboration, and faster, better orchestrated response

IDEAL USES
- Natural Disasters
- Hazardous Materials Incidents
- Public Health Threats
- Terrorist Attacks
- Fires & Evacuations
- Active Shooter Events

Secure, Cloud Environment

Send Word Now uniquely offers a secure, proprietary incident management tool that is fully integrated with emergency notification using a Software-as-a-Service (SaaS) model. And, it's accessible on smartphone devices, including iPhone®, Android® and BlackBerry®, placing its many capabilities in the palm of your hand.

Easy and Flexible

With Send Word Now's Incident Management Service, you don't have to alter your business practices; it can easily be tailored to match your own internal practices and procedures.

Create events with nested incidents and tasks, along with priority and location labels, customer tags, etc. for faster access and reviewing of information.

Knowledge Management Library

Accessible from the dashboard, this central repository of information lets those with permission view, share and post incident-related details.

Prioritization

When managing large-scale incidents, prioritization is key. Easily rank events, set locations and add tags so that all information is quickly identifiable and readable.

Real-time, Two-way Communication

Launch emergency notifications via Send Word Now's Alerting Service from a single user interface (dashboard).

The **Send Word Now** Difference

Feature Rich

- Easy web and mobile user interfaces
- Detailed audit trail reports
- Alerting in many languages and dialects
- Map-based notifications
- Mobile app for sending alerts on the go
- Optional Self-Registration Portal

Extremely Reliable

- **100% Uptime Guarantee**
- Multiple, geographically-dispersed data centers
- Active-active data center configuration
- International Affiliate Testing Network to monitor global infrastructure capabilities
- VoIP/SIP technologies for scalability and resiliency

Highly Secure

- SSAE 16 SOC 1 Type 2 certified
- DIACAP certified, (U.S. Department of Defense)
- Encryption of data at-rest and in-transit to the service
- Two-factor authentication capable
- Single Sign-On (SSO) capable

Well Supported

- True, live 24x7x365 customer support
- Staffed by technical experts
- Concierge service (we can launch alerts for you)

Widely Acclaimed

- "Leader" in Gartner's Magic Quadrant for U.S. Emergency/Mass Notification Services
- DRI International "Notification System of the Year"
- DHS Small Business Achievement Award (FEMA)
- Inc. 5000 list of fastest growing private companies
- Deloitte Technology Fast 500 honoree

About **Send Word Now**

Headquartered in New York City, Send Word Now is the leading worldwide provider of critical communications solutions. The company's easy-to-use web-based and mobile solutions are deployed by businesses, government agencies, universities and non-profit organizations to ensure fast, effective communication when it is needed the most.

Send Word Now's enterprise-class notification system is capable of transmitting tens of thousands of voice and text messages in minutes, while providing a full audit trail for after-action reporting and follow-up. Our conferencing and workflow solutions keep employees informed and connected to the people and information they need.

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