key application

# IT ALERTING & RESPONSE

## Send Word Now® enables quick notification of personnel during IT issues and outages

### Inform Key Stakeholders of Technical Issues to Enable Rapid Response and Reduce Downtime

Monitoring and communicating information about IT outages and failures can be a daunting task. IT professionals are under intense pressure to safeguard the security of their organization's data and physical facilities, and to ensure information continues flowing in the event of a disruption.

Send Word Now addresses these challenges by enabling automatic alerts whenever an IT failure occurs. When integrated with third-party applications, such as network monitoring or virus detection software, Send Word Now's award-winning Alerting Service can send thousands of alerts to virtually any device within minutes, all without manual intervention.

Escalation preferences can be set so notifications continue if first-tier team members are unavailable or unreachable.
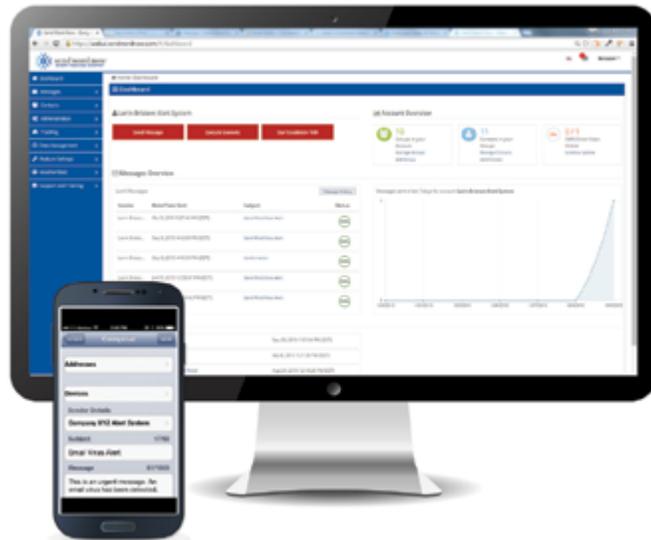
Notifications can also be launched by authorized personnel through a computer or mobile device for situations such as on-demand conference calls. All alert and recipient activity is visible through online reports for improved analysis and better personnel accountability.

**The quick, reliable communication provided by Send Word Now helps staff save time so that more attention can be given to fix problems and resume operations as quickly as possible.**

Send Word Now's suite of mobile and web-based solutions make rapid and accurate communication easy.

# IT Alerting and Response Made Easy

- Integrate notification technology with existing IT systems, such as network monitoring and virus detection applications
- Send messages to all employees on all devices simultaneously, receive responses and track the results
- Send pop-up desktop alerts directly to computer screens, in situations such as email virus threats, to warn busy employees without utilizing the email system
- Keep employees informed of the most recent information updates with inbound message boards that employees can access by phone at their convenience
- Use on-demand conference bridges for quick collaboration, so staff can quickly join a conference call by dialing 1 without wasting time entering meeting ID numbers and passcodes
- Schedule automatic alerts and reminders to be sent for one-time or recurring events
- Save time and money with SWN Direct, a unique mobile app for alert recipients that bypasses limitations and costs associated with long-distance calling and traditional text messaging

## ABOUT SEND WORD NOW

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 afteraction reporting and follow-up. Our conferencing and workflow solutions keep employees informed and connected to the people and information they need.