



Business Continuity Focus Sheet

W.A.R.N. is the technology leader in Notification software solutions for ASP based, cost-effective, time-efficient communications for business continuity.

W.A.R.N. is comprised of a talented team of experienced professionals dedicated to providing quality software solutions that streamline the dissemination of time-sensitive and urgent information to and from any communication device.

W.A.R.N. Command Hosted Service

Getting and staying in contact with employees, vendors, and customers is critical in times of crisis. W.A.R.N.'s hosted W.A.R.N. Command service is a versatile tool that enables you to quickly and effectively contact key personnel through e-mail, wired or wireless phones.

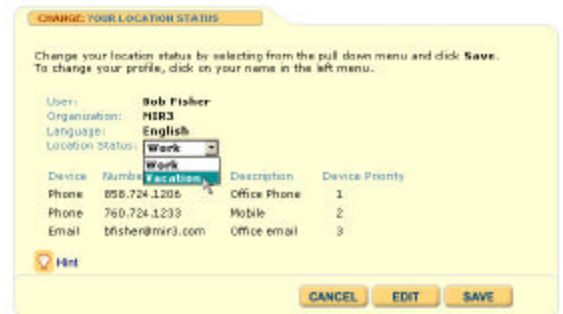
W.A.R.N. Command service provides an easy-to-use, effective and affordable way for companies to reduce costs associated with manual communication

methods during significant events, and dramatically improves their outreach.

With W.A.R.N. Command, you can create and send personalized notifications to thousands of employees as well as to critical civil emergency services. There's no hardware to purchase, software to install or formal training necessary.

What Makes W.A.R.N. Command the Leading Automatic Notification System?

- **Find Me/Follow Me** – Using innovative Find Me/Follow Me technology during a crisis will ensure that your key personnel always remain in contact as an event unfolds. W.A.R.N. Command includes:
 - **Routing Rules** to determine who needs access to critical information;
 - **Escalation Rules** to determine where Intelligent Notifications need to be directed next, if initial contact is unresponsive;
 - **Device Priority Rules** allow users to dynamically choose and prioritize their preferred communication devices;
 - **Location Manager** to allow employees to let you know how to reach them as they change location.
- **Totally Scalable Contact Groups** – from a few people in one operation to thousands of people in many different locations and agencies – notifications are sent instantly, received simultaneously.
- **Call Bridging** – Should the local telecommunications infrastructure be damaged or hindered during a disaster, W.A.R.N. Command utilizes call bridging technology to patch key personnel into conference calls.





- **Web platform** provides multiple, redundant access points to the system – i.e. your central command, mobile unit, or remote command back up locations W.A.R.N. Command provides the ability to manage all broadcasts from one console, directly to an unlimited number of wired telephones, cellular or digital phones, Blackberry devices and email.
- **Global Language Support** allows individual users to receive and respond to notifications in the language of their choice on any text or voice enabled communication device.
- **Real-Time Reports** during a crisis let you know exactly who has been contacted, as well as when and how contact was made. Notifications, recipients contacted, and responses are logged for audit trail analysis and post-event review.
- **Complete Status Reports** allow administrators to measure preparedness and responsiveness of key individuals during emergencies.
- **Privacy controls** and industry proven SSL encryption keeps important data secure. Administration and end user level authorization protect system access.
- **Immediate Availability** with no hardware, software, implementation, or maintenance cost.
- **Reliable** service through W.A.R.N.'s professionally managed ASP environment.

Key Business Continuity Benefits:

- Speeds notification processes, reaching more people faster.
- Automates notification tasks quickly and easily, saving time and resources.
- Allows message targeting to specific groups.
- Facilitates resource sharing among agencies.
- Utilizes existing communications devices.
- Delivers consistent messaging to all.
- Improves community and intra-agency communication.
- Relieves stress of overburdened communications personnel.
- Delivers immediate proof of notification through call-out reports.
- Removes assumption and injects accountability.
- Provides timely information about public affairs.
- Operating system and platform independence allows flexibility.

Response Options include Call Bridging and Cascading Notifications

Title	Time	Date	Responses	Type
Send Team 1	12:19:01	12/29/2002	1	First Response
Current Status?	00:19:01	12/29/2002	1	Broadcast
Scenario K	12:17:34	12/29/2002	1	First Response
Scenario K	02:17:47	12/22/2002	1	First Response
Send Team 1	11:17:52	11/16/2002	1	First Response
Scenario K	04:16:52	11/15/2002	1	First Response
Scenario K	02:17:52	10/02/2002	1	First Response
Scenario K	12:17:34	10/14/2002	1	First Response
Scenario K	12:17:34	12/29/2002	1	First Response
Scenario K	02:17:47	12/22/2002	1	First Response
Scenario K	12:17:34	12/29/2002	1	First Response
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Complete Status Reports of all Events

