



UTILITIES



W.A.R.N. services -- in concert with W.A.R.N. ESRI GIS mapping technologies and API integration into your existing inbound and outbound technologies -- are designed to meet the special and demanding communication needs of utilities.

It is hard for most utility concerns to be fully equipped to respond to these needs, in a manner that will benefit both the customer and the provider. No utility today can own, operate and maintain a full disaster and recovery situation room, and the technology for actual rapid wide scale notification management, and still deliver affordable energy.

W.A.R.N. (Wide Area Rapid Notification) provides tools for personnel mobilization, management notification, employee deployment, customer public communication, cross-agency interoperability, metering and systems monitoring -- with instant notification and response and disaster recovery planning and implementation.

W.A.R.N. processes inbound and outbound calls in extreme outage conditions --- fires, mudslides, thunderstorms, hurricanes, blizzards, tornadoes and earthquakes. Our Application Protocol Interface (API) gives you a wide range of equipment monitoring, automated alerting, and “no-touch” personnel call-up or public communication via phone, text, fax, SMS, pager, PDA, Blackberry and other.



Our objectives are exactly the same as yours:

Consistency: Delivering the same, consistent level of service to your customers, regardless of the number of calls or the geography of outage calls or customer notifications needed.



Add To Customer Confidence: W.A.R.N. reassures your customers, and informs them of planned service restoration timing.

Instant Mapping and Response: You can quickly follow and identify the "footprint" of outages and customers in need – and API monitoring will help with more accurate location and magnitude reporting, and also “self-identify” the specific location of faults and equipment damage. W.A.R.N. gives you the best way to determine what resources to commit, and where to initiate repair efforts.

Protect Operations Centers: W.A.R.N. helps manage, analyze and respond -- independently of your call center -- so you can keep operating with “business as usual” during even the most extreme situations.

W.A.R.N. covers a wide range of needs -- managing call-up and overtime by your rules, increasing customer satisfaction, and creating instant 2-way communication with city, state and federal local responders and other government entities and influencers.

W.A.R.N. provides the kind of services universally accepted by regulatory agencies as the appropriate methodology for communication, response and recovery during outage events.

W.A.R.N. Features

Fully customized scripting
Voice recognition – TTS – TTD – TTY
Area specific messaging
Transfer to agent for emergency callers
Multiple match sourcing
Repeat caller management
Broadcast messaging
Multiple contact delivery options

W.A.R.N. Extended Features (Included)

Callback
Outdial
ASR Change (Automated Service Record Change)
ASR Match (Phone to Address Matching)
Auto ASM (Manages Restoration Updates)

Server & Connection Overview:

1. Separate data/calling centers located across U.S.
2. Multiple communication circuits and carrier routes
3. Redundant database and communication servers
4. Fully secured data center access in all locations
5. Biometric authentication under 24x7 surveillance

- **IT 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. provides broadcasts from one console, directly to an unlimited number of wired telephones, cellular or digital phones or other devices.
- **Real Time Reports** let you know exactly who has been contacted, as well as when and how contact was made. All contacts are logged for audit trail analysis and post-event review.
- **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 purchase or install, software loading, local implementation, maintenance costs, or burden on your IT department.
- **Reliable Service** through W.A.R.N.'s professionally managed ASP environment.

Key Calling Benefits:

- **Thousands of calls** instantly with no new hardware purchase.
- **Use existing PC's** with no new wiring or installation required.
- **Notifications launched** by web, telephone, email or software (API).
- **No reconfiguring** of your existing system or maintenance charges.
- **Training** requires just 4 to 8 hours, based on number of trainees.
- **Databases** for all business and residential customer phones and other contact options can be loaded, stored, and may be updated automatically from the source in real time.
- **Real-time response** options, online call logs, and detailed reports generated by system.

