



Key Operator Benefits

- Addresses **multiple vertical segments** on the same **cloud-based** platform with
 - Emergency notification
 - Business continuity management service
- **Sends fully automated, real-time and targeted alerts to staff on duty**
- **Omni-channel alert delivery** until acknowledgement
 - **SMS, Web Push, Mobile App, Voice Call, etc.**
- **Customizable notification flow**
- **Easily integrates with IoT devices**
- Offers **advanced Web GUI** for multiple user groups and administrators
- **Network Resource Efficiency:**
Centralized and cloud-based system assures efficient use of network resources

Market Dynamics

Technical problems, equipment failures, fire or water damage and similar incidents can have costly consequences for a business. To guarantee the safety of individuals, groups and infrastructure within an organization, a rapid response to such incidents is essential. All modern plants, service buildings and in fact any smart building needs to have an alert system to assist process operators in managing abnormal situations. Emergency Mass Notification Services (EMNS) solutions that can alert individuals or entire groups of people in real-time when such incidents happen can save lives, increase operational efficiency, and reduce costs. EMNS support risk management, company-wide communication, and emergency planning strategies, to improve communication, workflow, and service before, during, and after an emergency. EMNS solutions can be deployed within a company to prepare for any event or emergency that may halt business operations or as a public service messaging system. EMS automate necessary actions like sending out mass notifications, sharing information, and mobilizing teams to prevent operational disruptions and quicken emergency response. EMNS solutions are personalized to the requirements and needs of the organization that implements them, and they integrate with or feature GIS to create maps and documents as visual aids during crises, push out mass notifications to multiple devices in multiple locations, allow two-way messaging, encrypt sensitive information, and organize contacts into different groups.

Product Overview

Defne's Alert Notification notifies groups of people for business continuity and disaster recovery, emergency notification, and to enhance efficiency and productivity throughout an enterprise. It guarantees that the right people are notified and can intervene to protect persons and infrastructure at the earliest possible time to minimize any adverse outcomes from technical or equipment failures, fire or water damage, or any other harmful event. If an emergency call, fire alarm or technical alarm is triggered, Alert Notification solution notifies individuals or entire groups within the shortest possible time frame, according to a pre-defined response scenario. Information about the event is forwarded as a voice message, SMS, Web push, Mobile App, etc.

Combined text and voice messages via wireless terminals can be deployed for in-house alarms. This allows entire buildings or parts of buildings to be evacuated quickly and efficiently. These powerful options are especially applicable to the hotel industry, where Alert Notification, in conjunction with check-in systems, can transmit fully automated messages to the guest rooms in their native language. Alert Notification supports cloud-based architecture and offers machine learning algorithms for predictive and automatic scalability of hardware capacity. All Alert Notification solution modules are developed according to international best practice standards and programming conventions using the latest Web, cloud and machine learning technologies and methods. A combination of rigorously tested software and industry standard hardware components guarantee the high reliability of Alert Notification solution. Defne's consistent use of industry standards ensures simplified support, compatibility with third party systems and a high degree of investment protection.



Key Enterprise Benefits

- **Centralized Management for All Alerts:** Controls and communicates with all alarm generating sensors including fire alarm systems, building and process control systems, check-in and check-out systems, network management systems and hospital medical/nurse call systems. Offers centralized collection, analysis, delivery to the right admin, and reporting of all alarms/alerts.
- **Protection for Persons and Infrastructure:** Voice and text alarm messages sent over wireless terminals/sensors, alert individuals to take the right action to eliminate any disasters, loss of revenue, loss of energy, loss of lives, etc.
- **Flexible Configuration:** Can be easily tailored to monitor existing infrastructure and seamlessly integrate with customer processes and procedures.
- **Versatile:** From pure text transmissions to initiating an emergency conference call between several parties and/or groups, simple serial alarms or several nested alarm levels, can all be carried out simultaneously. Manual ad-hoc alarms (text/voice/TTS) are just as easy as the completely centralized and automated processing of all external alarms.
- **High Capacity and Constant Monitoring:** Up to 32,000 dry contacts can be monitored over serial interfaces and/or via a company's internal LAN. A single Alert Notification server can support up to 300 voice connections, with each individual outgoing line dynamically assigned to an alarm depending on its priority. It can not only continuously monitor connected third-party systems, but also proprietary modules and messages from the operating system.

Key Features

- Preconfigured alarm server; ready-to-operate
- Alarm notifications
 - forwarded to an unlimited number of in-house and external subscribers
 - ends if x of y people have already confirmed receipt
- Alarm text messages sent to cordless mobile, DECT and Wi-Fi terminals, or desk terminals with display*
- Alarm prioritization (e.g. fire alarm before machine alarm)
- Call intrusion and disconnecting existing conversations are definable for each alarm*
- Confirming alarms with an announcement or password, or via XML, CSTA, DECT SMS*
- Delay issuing an alarm (e.g. filtering brief power interruptions)
- Recording and alarm time windows are definable for each day and event
- Automated and prescheduled test alarms
- Overriding call deviation*
- Call repetition and escalation process
- PBX connection over BRI, PRI, VoIP (SIP), XML, CSTA
- Event message processing via phone call and dry contacts (RS232/IP)
- Reporting (PDF, CSV, EXCEL, RTF, TIFF, Web Archive)
- Ad hoc documentation of system configuration
- Holiday calendar
- GUI for administration and configuration changes (persons, groups, events, etc.)
- Self-monitoring and self-diagnostics
- Import/export tool to change subscriber and interface data
- SQL database
- Backup tool and log archiving tool per module
- Internal watchdog process, Event Watch (OS)
- System access audit trail (data logging)

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