MOBILE EMERGENCY ALERTS

TURNING MOBILE PHONES INTO LIFELINES

In the event of an accident, emergency or disaster scenario, the people most at risk are usually those who are not able to make that critical call for help. When these people are alone, the risk of delayed rescue and further injury grows. In many situations, it is imperative that the request for assistance be sent to emergency response teams as quickly as possible. Often referred to as the 'golden hour', time saved can literally mean the difference between life and death.

TeleMessage has developed the Mobile Emergency Alert to handle these types of emergencies and ensure that the call for help is made and heard by someone. The Mobile Emergency Alert is an advanced messaging platform for triggering emergency alerts via a mobile phone application and was designed to be used by people who work in high risk environments such as field personnel and lone workers.

The Mobile Emergency Alert platform provides a comprehensive range of emergency contact management options and includes contact, groups, and distribution lists. Alerts can be activated in a variety of ways ranging from the push of a button, to conditions such as 'rapid fall' or 'lack of movement'. When an alert is activated, emergency notifications are immediately sent by the TeleMessage Messaging Gateway to the selected individuals and emergency services. These alerts include the person's exact location which is sourced from GPS or signal triangulation (and precise address), as well as the time of the alert. To ensure that the alert is received and handled, notifications are sent via multiple channels (voice call, SMS, Email). In the event the response team does not confirm receipt of the alert, the process is escalated to include alternative contacts.

The solution can be offered as a hosted SaaS solution or can be implemented on-premises. Enterprises that typically employ personnel who work in the field and in isolation will find this solution of particular value. As an enterprise they want to ensure the safety and well-being of their staff and with the TeleMessage Mobile Emergency Alert, operators can offer an innovative and highly effective solution.

Android Version – The version of Mobile Emergency Alert for Android phones utilizes the features of smart phones such as GPS positioning, geo-fencing, auto detection and other sensors which require monitoring. The application is loaded on the phones and operates through the use of API's for hardware registration and receiving activation events, among others.

Original Equipment Integration – A leading mobile handset manufacturer has incorporated an emergency button on their range of rugged J2ME phones. Specifically for emergency applications, this range of mobile phones is completely integrated with the TeleMessage Mobile Emergency Alert platform.

Multiple Channels and Devices – The solution enables users to send messages in multiple formats to multiple devices in order to ensure that the response teams are notified and that rescue procedures are initiated. These notifications can be configured to continue until the recipients confirm they have received the alert.

TeleMessage delivers intelligent and secure messaging solutions seamlessly over any communication device.

TeleMessage helps operators retain their subscriber base by enhancing the user experience and assists enterprises achieve greater efficiency by optimizing their communication capabilities.

TeleMessage seamlessly handles text, voice, data, multimedia and IP messages over mobiles, tablets, the web, Office, APIs and IT infrastructure.

Successfully deployed with over forty operators and thousands of enterprises worldwide, TeleMessage's software reaches hundreds of millions of users and powers billions of messages through customer networks.

TeleMessage product line includes: Mobile and Tablet Applications, PC to Mobile, Messaging Gateway, and SMS to Voice.

SAMPLE APPLICATION SCREENSHOTS

- Improve the security and safety of 'at risk' personnel
- Reduce response time to emergency situations
- Improve adherence to the 'golden hour' in the case of injury
- Receive critical location data immediately
- Automated rescue plan activation
- Comprehensive emergency event management
- Multiple channels and services ensure optimal response rates
- Defined escalation process for recipients and devices

Java Devices

Smartphone Snapshot
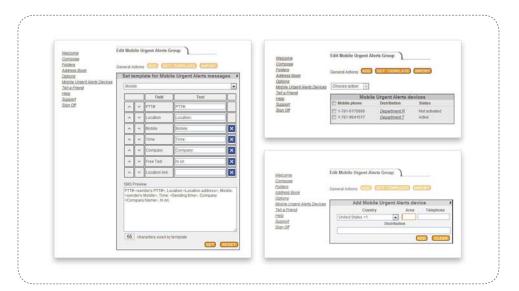
Smartphone Settings

SAMPLE APPLICATION SCREENSHOTS

Solution Highlights

The Mobile Emergency Alert solution is based on TeleMessage's proven and scalable messaging platform and delivers a rich feature set:

- Assured message delivery using multiple channels: Voice calls (using text-to-speech technology), SMS and Email.
- Escalation between multiple channels and devices
- Real-time delivery status information and confirmation
- Robust and reliable carrier-grade platform
- Flexible hosting models – SaaS or on-premises
- Security features for authorized access, user privacy and data protection
- The web interface allows for the creation of the emergency group address book and notifications and the easy management of alert definitions, device authorizations, real-time tracking of message delivery and replies among others
- Easy migration possibilities to incorporate other TeleMessage products

TeleMessage