

What if you could plan for all the possibilities of a disaster or crisis?

“Always be prepared” isn’t a mantra just for Boy Scouts – it’s a vital motto for your business. Be ready for whatever comes your way by building emergency plans and communications in advance. The xMatters (ENS) engine can help you get started.

The xMatters (ENS) engine transforms situations from manic to manageable by:

Expecting the unexpected.

Build and store templates for every imaginable scenario, so you’re ready if and when the situation arises. Test your team’s readiness and response rates in advance, so you’re good to go when it’s go time.

Connecting the right people, right away.

(Find you) conferencing links everyone into a conference call in seconds. Get a visual overview of attendees via a status screen to ensure no one is left out.

Keeping everyone in the know.

Dispatch “FYI alerts” to notify people about the scenarios they care about. The xMatters (ENS) engine taps into self-service subscriptions and sends information to the people who want it.

Following the flow of your messages.

Get a glimpse into the real-time quality of your message delivery. Check out the delivery screen to see who’s on the way, who’s delayed, and what to do next.

“xMatters, making emergency notification painless!” – John Witt, Banner Health

Features

- Build and store scenarios (pre-built message templates)
- Provision and run tests on scenarios to measure teams readiness and response rates
- Allow people to “listen in” on scenarios using self-service subscriptions (FYI alerts)
- Roll call feature finds all staff, really fast
- *(find you)* voice conferencing links everyone into a conference call in seconds
- Device validation to test devices and carriers so you know the message will get there
- Real time quality of delivery screen shows you who is coming, who is delayed and what to do next
- Interactive Voice Response commands (IVR) supported for common actions
- Publish plans and documents to teams instantly

Real results

- Denver International Airport sends **14,000 messages in 4 minutes** in an emergency.
- A top financial services firm sends customer communications **33% faster**.

