

SPOK[®] MESSENGER

GETTING CRITICAL ALERTS TO YOUR STAFF QUICKLY



Today's monitoring technology generates a lot of valuable information and alerts that help staff members manage changing situations faster and to the best of their ability. Systems such as fire detection, security, and building management typically have audible alarms that alert all nearby personnel that something is out of the ordinary. But this often means more people are involved than necessary, and role confusion can slow response.

The intelligent critical alerting solution, Spok Messenger, detects alerts from your monitoring and alarm systems and routes them to the appropriate staff on their wireless communication devices. The result is faster response to critical events, which improves efficiency, safety, and satisfaction.

Spok Messenger creates an enterprise-wide hub for the management, prioritisation, and response to key events. This includes the ability to send messages to the right people based on rules set up in your organisation, including escalated communications whenever necessary. It also means you can manage devices easily and allocate staff appropriately.

KEY FEATURES

- Connecting alerts from systems to mobile devices
- Integration with countless systems and communication devices already in place
- Alarm filtering by priority/staffing
- Escalation functionality
- Full audit trail with date and time stamps

EASE OF ADMINISTRATION AND SECURITY

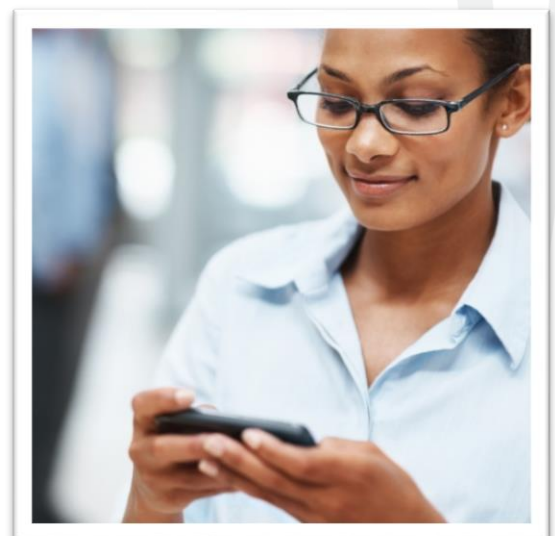
Leverage a single system for configuring all of your messaging requirements, eliminating the need to go back and forth to manage the same information in multiple systems. Additionally, show users only what they need to see based on their role/department. Advanced filtering means fewer broad-based alerts go to people who don't need to receive them.

CREATE AN AUTOMATIC AUDIT TRAIL

Spok Messenger provides a complete audit trail of all notifications, including time/date stamps, and recipients. This means the correct message or alert is delivered to the appropriate recipient in seconds. The audit trail can be used by management to measure efficiencies, identify bottlenecks in the flow of information, and improve response times to events across the organisation.

IMPROVE STAFF EFFICIENCY AND SAFETY

Ultimately, the ability to reach mobile team members within seconds improves overall workflow, staff productivity, and the comfort and safety of everyone in your facility. Fast delivery of important alerts to the people who can act on them not only strengthens the efficiency of your operations, but it also provides a safer environment.



DATASHEET

SPOK MESSENGER	
System Architecture	Client/server, encrypted TCP/IP communications
Concurrent Thick Client Capacity	500 per server
Concurrent Web Client Capacity	300 per server
Recipient Capacity	10,000 per server
Group Capacity	10,000 groups with any combination of recipients
Department Capacity	10,000 departments
Alarm Capacity	64,000 alarm inputs (either opto-coupled or dry contact closures)
Escalation Capacity	10,000 call escalations, 100 steps max
Roster Capacity	10,000 individual roster schedules, unlimited number of shifts
Serial Port Capacity	64 x RS232C serial ports per server
Carrier Capacity	20 paging/SMS carriers with modem pooling
PBX Port Capacity	64 ports
PBX Interface	Two wire analogue extension or digital Dialogic ISDN/T1/E1
Reminder Messages	100,000 reminder messages, unlimited forward scheduling
Integrations	More than 300 vendor systems and carriers supported for complete facility integration (interoperability list available)

**For additional technical/product information, please refer to the product user manual*