

EMERGENCY COMMUNICATION SYSTEM

Product datasheet

The logo for LYNX, featuring the word "LYNX" in a bold, blue, sans-serif font with a registered trademark symbol (®) to the upper right.

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CERTIFICATES
STN EN ISO 9001
STN OHSAS 18001

STN EN ISO 14001
STN ISO/IEC 27001

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Emergency communication system (ECS) is a complex solution that provides the functionality of the preparation of emergency communication plans and automated exchange of information through a variety of channels (primary by phone). The product was built with respect to specific needs of armed forces and emergency communication and management, whether from an organisational or security point of view. System could be also used for notification between supporting auxiliary activities.

Promoted features

The ability to create a hierarchy of emergency communication structure

The product allows you to create a multistage hierarchy of emergency communication groups that meets the needs of defense sectors and national crisis management. In the group's framework it is possible to define position with specified prioritised substitutability.

Reporting templates

The product allows you to define reporting templates, including the ability to specify necessary interaction with the person. In the templates, you can select the parts of the reports, which operator can enter up at the moment of emergency communication, and which is used as the default inserted to predefined reporting templates.

The screenshot displays the ECS interface, divided into three main sections:

- Groups:** A table listing five groups with their priorities, shortcuts, and titles. Each group has a set of control icons (up/down arrows, edit, delete).

Priority	Shortcut	Title	Actions
1	Logistics	Logistics Group	[Up] [Down] [Edit] [Delete]
2	Human Resources	Personnel Group	[Up] [Down] [Edit] [Delete]
3	Monitoring	Monitoring Group	[Up] [Down] [Edit] [Delete]
4	Security	Security Group	[Up] [Down] [Edit] [Delete]
5	Testing	Testing Group	[Up] [Down] [Edit] [Delete]
- Position in group: Logistics Group:** A sub-table showing positions within the Logistics Group, including priority, position name, branch, users manager, and paneling.

Priority	Position	Branch	Users Manager	Paneling	Actions
1	Third member	ORG A	Jozef Pekný, Milan Pekný	2/2	[Up] [Down] [Calendar] [Edit] [Delete]
2	Deputy head	ORG C	Jozef Pekný, Milan Pekný	2/2	[Up] [Down] [Calendar] [Edit] [Delete]
- Persons:** A table for managing individual persons, with columns for surname, name, primary contact, address, and function in OZ.

Surname	Name	Primary contact	Adress	Function in OZ	Actions
					[Phone] [Add]

The possibility of recording obstacles in emergency communication

Through a well arranged calendar it is possible to record information about the person's unavailability. It is also possible to record repeated obstacles. User interface reminds Microsoft Outlook Calendar, which is also possible to connect the solution to.

Prioritisation

The solution enables prioritization of emergency communication at different levels (an event, group, position, lining), ensuring that information about important events are processed sooner than less important and appropriate order of notification is guaranteed.

Text-to-speech

In addition to the product options of uploading audio message events, it allows you to specify the message in text form, provides text-to-voice high quality conversion, making it much more efficient notification system.

Easy to use web interface

User interface is created by using web technologies. The solution doesn't require software installation on workstation, therefore availability of functionality on different devices and platforms is ensured. Special emphasis has been placed on ergonomics, effectiveness and rapid user learning curve.

The screenshot displays a web interface for managing emergency notifications. It is divided into several sections:

- New event processing:** Includes a 'Print plan' button and a 'Start up notification events' button. Below this is a text input field for 'The second template of Report (Priority: 2)' and an 'Event selection' button with a red 'X' icon. A larger text area is labeled 'Description of the template messages (2)'.
- Action message:** A table with columns for 'Priority' and 'Event name'. It lists five events: 1. Introduction, 2. Get to know, 3. First event, 4. Second event, and 5. Third event. Each row has navigation icons (play, edit, delete).
- Positions / Operators:** A section with tabs for 'Positions' and 'Operators'. Below is a table titled 'Schedule notification: Other template reports' with columns for 'Priority', 'Group', 'Title', and 'Branch'. It lists eight positions, including members and executive officers from 'Logistic Group' and 'Personnel Group' across different branches (ORG A, ORG C). Each row has navigation icons.

Getting feedback from emergency communication

The solution enables selection from different modes of receipt message confirmation. Each attempt to notify and provided information in the event of failure about likely reason (connection failure, busy, not answering, etc.) are tracked. The number of repeated notification attempts is definable by user.

Controlling activities, training

The product provides a detailed overview of functionality, thanks to which it is possible to monitor the emergency communication's progress in real time, and then to analyse and evaluate its success. It also supports training mode. Emergency communication's progress remains stored in archive for later use.

Security

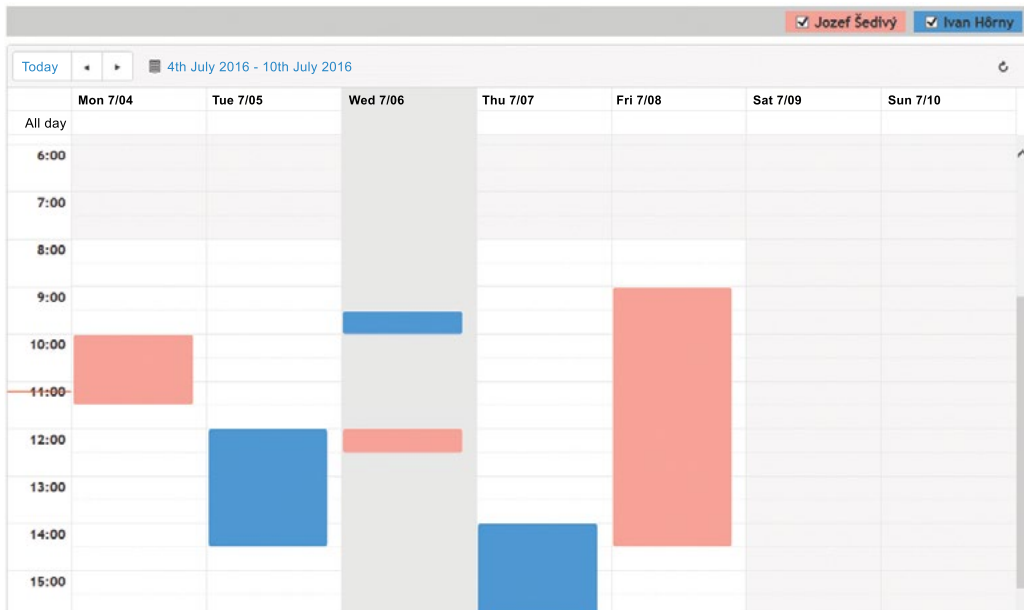
The product was built with security in mind both on the infrastructure as well as application level. From the application point of view, the emphasis was to enable each group of users to work with only those information, which are necessary to its occupation and tasks.

There are kept detailed audit records about every user's activity. Solution has the integration components for Active Directory and supports an integrated (single sign on) authentication. It is subject to a uniformed policy of user accounts and eliminates multiple logins. However the solution supports also its own user management regime.

Support of various emergency communication channels

The system supports a variety of communication channels, but also their combination when contacted persons could be notified almost immediately by SMS notification and subsequently by telephone.

- Phone
- SMS
- E-mail



Solution's architecture

The system architecture is based on modern standards, built with respect to multilayer architecture, easily scalable and also supports high-availability operation.

Integration options

The product is easily integrated with other systems, typically the HR modules such as economic systems - SAP ERP, Microsoft Dynamics, etc.

The screenshot shows a web-based configuration interface for 'Report template'. At the top, there is a table with three rows:

Priority	Event name	
1	First report template	[edit] [delete]
2	Second report template	[edit] [delete]
3	Third report template	[edit] [delete]

Below this is a section for 'Report template: Second Report template'. It contains two main areas:

- Description:** A text area containing 'Report template description'.
- Action of Report:** A list of actions with associated icons for edit, delete, and navigation (up/down/next/previous):
 - Event name
 - Beginning
 - Get to know
 - First event
 - Second event
 - Third event (highlighted)
 - End
 - Finish

At the bottom left, there is a 'Priority' dropdown menu set to '2'.