Speeding the Delivery of Essential Information

Responding to a public safety incident, restoring a failed system and notifying a customer about the status of her order all have something in common: the timely delivery of essential information according to a defined business process and using diverse communication modes such as SMS text messaging, email and voice to reach a targeted audience.

As the need for immediate, interactive communication continues to grow, so does the requirement for interoperable communications systems that are integrated with enterprise applications and business processes. Alert and notification systems have emerged as a vital component of Communications Enabled Business Processes (CEBP), resulting in better communication, increased productivity and higher customer satisfaction. In order to achieve these benefits, organizations need a solution such as ecENACT Alert, providing multi-mode, multi-directional and intelligent message delivery and enabling immediate, interactive communications.

ecENACT Alert: immediate, interactive, interoperable

ecENACT leverages ECDS's powerful Enterprise Notification Platform and is layered with Enhanced Communication capabilities. It uses standards-based message bus technology to connect to any communication system, application or business process management system. ecENACT delivers messages through any mode of communication (SMS text, email, voice, fax) to any computer, phone or device.

Communicate immediately. ecENACT responds to alerts generated manually, automatically according to a schedule or generated by an application or business process management system. So, whenever you need to communicate immediately with an individual, a targeted group or a broad audience, ecENACT delivers.

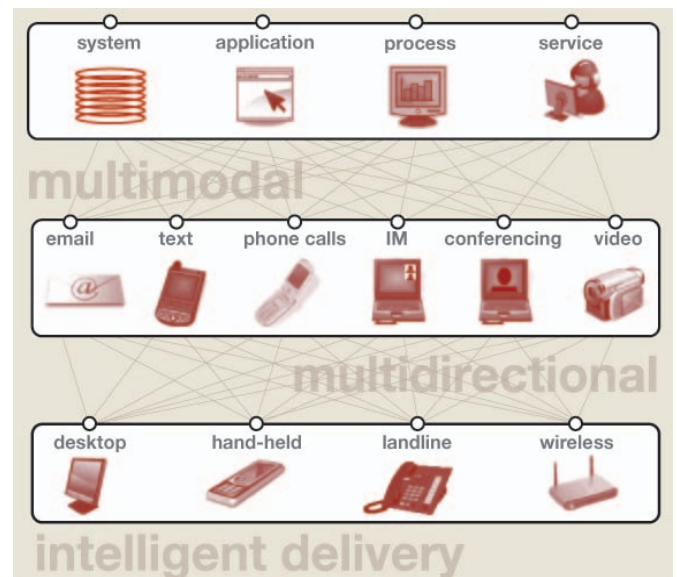**Create interaction.** ecENACT has a unique bi–directional interaction capability that lets you create business processes where recipients can instantly respond to messages regardless of receiving device, improving information sharing, collaboration and decision-making.

Improve interoperability. Because it is standards-based, ecENACT simplifies the integration and interoperability of applications and business process management systems to create a communication system that is seamlessly responsive to your business needs.

ecENACT Alert solution scenarios

1. A medical research facility helps combat infectious disease outbreaks by enabling immediate information flow to area health care providers and better coordination among hospitals and public health agencies.

2. An emergency response agency activates and coordinates regional resources and information sharing in response to natural disasters, public safety incidents, and as part of their regional terrorist response capability.

3. An after-market automotive parts manufacturer keeps distributors and retail auto parts stores up-to-date about order status, inventory levels and specialty parts availability, reducing costs and improving satisfaction.

ecENACT Creates Immediate, Interactive Communication

ecENACT™ enables immediate, interactive communications with any individual, group or audience

ecENACT extends your business to wherever your customers, partners and employees may be. A powerful Enhanced Communications solution based on ECDS's Enterprise Notification Platform, ecENACT has three essential capabilities that speed information delivery and create true interactive communications:

Multi-modal. ecENACT enables connection to virtually any information system, application, process or service and delivers message-based information through all modes of communication, including SMS, email, phone (text to voice), pager and fax, as well as to any phone, device or computer.

Multi-directional. ecENACT has a unique multi-directional communication capability that enables recipients to immediately respond to or forward messages, and allows senders to track responses for appropriate action.

Intelligent delivery. Message delivery simply requires ecENACT to know your directory services, your targeted audiences and their preferred contact mode. ecENACT can be optionally configured to escalate communication modes or to connect with additional recipients according to rules you define until message delivery is acknowledged.

Enhanced communications features of ecENACT

- All mobile communications channels: SMS, MMS, email, text to voice

- Messages delivered to any device, phone or PC

- Supports plain text or rich content/media message formats

- Customizes messages on the fly for individuals or groups

- Tracks recipient responses; can be configured to escalate if no response

- Easily integrates with existing applications and processes

- Available as a SaaS solution: no software to buy, install or manage

ecENACT Specifications:

Architecture

- Built on open standards
- SOA
- Vendor neutral

Security

- Privilege based
- PIN authentication
- Multi-factor authentication (capability)

Configuration

- Customizable to your business processes
- SaaS, on-premise, OEM offerings

Reporting

- Real time reporting, date stamped
- Audit trail/confirmation of messages

Availability

- 99.999 % availability
- SaaS fully redundant and geo-diverse
- 24 x 7 x 365 Support

Performance

- Text: 120,000/hour*
- Voice: 48,000/hour for a 30 second call*
- Email: 300,000/hour*

  *For our hosted solution. Limited by the carriers and channels. Numbers above reflect our standard offering. We can meet your individual needs.

Features

- Sustained infrastructure and collaborative readiness
- Streamline process and procedures
- Automated updates of statuses

About Enhanced Communications Delivery Systems

ECDS enhances traditional technology systems, applications, processes and services by integrating them with multi-modal communications to improve efficiency and performance of business applications. A leader in developing Enhanced Communication technologies, ECDS is a privately held company based in Alpharetta, GA and San Francisco, CA. The ECDS platform is deployed in diverse IT environments, including healthcare, government, utilities, retail and education. For more information, visit our web site: www.ecdeliverysystems.com or contact us at 770.475.1074 or info@ecdeliverysystems.com

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