



Getting People With the Right Skills to Where They Are Needed

Enterprise business processes frequently require the coordination of people with diverse skills to accomplish complex, and often safety-critical, tasks. Deploying first responders to a public safety or security incident, assigning technicians to repair failed machinery and selecting teams to staff control systems in an automated factory all have in common the need to manage, verify and track the credentials of individuals and teams. By verifying skills and training, organizations can be assured that the right people are on the job.

The Emergency System for Advance Registration of Volunteer Health Professionals (ESAR-VHP), specified by the U.S. Department of Health and Human Services, mandates standards for the registration, credentialing and deployment of medical personnel and qualified volunteers in the event of an incident requiring urgent, skilled response. ecENACT Credentials complies with the standards of ESAR-VHP, enabling government, health care and business organizations to implement credentialing systems for assigning appropriately skilled personnel to critical tasks, assuring that all government regulations and business process guidelines are met.

ecENACT Credentials: manage, verify and track credentials

ecENACT Credentials leverages ECDS's powerful Enhanced Communication capabilities. It uses standards-based message bus technology and Web services adapters to connect to any communication system, application, business process management system or geographic information system. ecENACT determines deployable resources based on location, credentials, current status and applicable business rules. When coupled with ecENACT Alert, ECDS's alerts and notifications product, individuals or teams can be immediately contacted through any mode of

communication (SMS text, email, voice, fax). ecENACT can be configured to escalate alerts to alternate individuals or groups until receipt is acknowledged and any required action is confirmed.

Manage and track credentials. Keep track of the skills and certifications for personnel. Know when certifications are lapsing and notify personnel of the need to renew and track that required certifications are kept up-to-date.

Verify critical skills for individuals and teams. Match certified skills to the requirements of any business process and verify that assigned individuals and teams have the necessary certifications.

Deploy the right individuals and teams to perform any task. Make sure that all task assignments comply with government regulations and business process rules. Maintain an auditable record of assignments linked to required skills and the credentials of assigned personnel.

ecENACT Credentials solution scenarios

1. A regional emergency response agency verifies required skills from a database of health care, safety and law enforcement personnel when activating responders to public safety incidents and natural disasters.
2. A communications service provider deploys technical personnel to system service events, integrating skills certifications, GIS data and business process rules to make service assignments based on the location and status of available personnel and the nature of the event.
3. An oil refinery operator ensures that all members of shift teams have government and company required skill certifications appropriate for their assigned operating roles, and maintains an auditable record of all personnel assignments, roles and skills.
4. A government contractor verifies that employees and sub-contractors have the required certifications and clearances for access to restricted areas and systems.



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

- Integrates directly with credentialing skills directories
- 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

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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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