



# THE ENTERPRISE NOTIFICATION SOLUTION

When most people think of notification, they think emergency. But smart business leaders are discovering that fast, flexible, MIR3 notification can be a powerful enhancement to daily business operations and productivity.

Businesses are increasingly global, with more mobile employees than ever before. This complicates things when an important message needs to be delivered to hundreds or thousands of people using a range of mobile devices. Doing business in other states, countries and continents increases the risk of interruptions from severe weather, political unrest or even terrorist attack, making communication all the more important. The MIR3® notification platform was developed for just such circumstances.

## POWERFUL, FLEXIBLE, RELIABLE NOTIFICATION

MIR3 makes it easy to send an important message to any number of people at once, allowing for immediate, individual response with an automatic audit trail. It's invaluable for providing quick notifications about potential interruptions, supply fluctuations and product recalls, helping to manage projects and integrations and improve service.

## TWO-WAY COMMUNICATION IS KEY

One-way communication is no longer enough. MIR3 gives recipients the ability to respond in a variety of ways, providing critical information when you need it most. It automatically tracks message delivery and responses as they occur, helping you decide when to share more information, adjust your recipient group, initiate a quick conference call with key stakeholders or continue to gather information.

A mass notification platform can be used within all departments of a business to improve internal communication for improved business continuity.

**Corporate TechDecisions,  
Mass Notification Systems  
Help Improve Business  
Practices.**



## THE MIR3 NOTIFICATION PLATFORM LETS YOU:

### Deliver desktop alerts

Send a message to either a person or group based on workstation location.

### Automate weather alerts (event alerts)

Subscribe to regional weather alerts, optionally triggering a notification when one occurs.

### Use notification placeholders

Simple dropdown or text fields requested at initiation alter the notification message based on selections.

### Geographical Information Service (GIS)

Targets alerts by location in the case of regional threats or evacuations.

### Control access and security

Define hierarchical, role-based permissions by divisions and subdivisions to grant or restrict user access to recipient groups, notification templates and other features.

### Manage your data

DataSync imports data from LDAP or other applications without manually entering and synchronizing. Account Portal is a customizable Web portal that let users keep personal contact data current.

### Easily integrate with other platforms

Add notification to existing applications with the optional code-free RBA Integrator or integrate with custom applications using the SDK.

### Cascade notifications

Use call cascade to send an alert to one person or a group, and based on response, automate wider alerts for greater control in managing situations.

### Choose your delivery model:

- Hosted (SaaS) – Instant access with no installation of hardware or software and no configuration on your part
- On-premise – Install behind your firewall and use your company's own telephony infrastructure
- Hybrid – Install behind your firewall while using the OnSolve global telephony infrastructure

### Tailor messages to devices

Device-specific capabilities make it easy to tailor messages and responses to recipient devices with character limitations.

### Deliver multi-lingual text-to-speech notifications

Languages include English, Spanish, Dutch, French, German, Japanese, Arabic and Mandarin Chinese with custom pronunciation for acronyms and industry terms.

### Initiate instant conference calls

Allow recipients to join a conference by pressing a key on their phones to share information, make urgent decisions and coordinate response efforts.

### Quickly launch mass notifications

Send an alert via Web, email or phone; use templates or create new notifications and recipient groups in seconds.

### Reach thousands of recipients simultaneously

Notify recipients by mobile phone, SMS, landline, email, pager, fax, RSS, TTY or any IP-enabled communication device.

### Receive actionable responses

Recipients can respond by voice or by written message, with responses displayed in real-time as well as archived. Recipients also have the option of changing their response after submission.

### Choose your notification option:

- Broadcast – Notify all recipients immediately
- First-Response – Notify recipients sequentially until one recipient responds
- Call-Out – Notify all recipients at once and end the alert after a specified number respond
- Bulletin Board – Allow recipients to call a central location for current information

### MIR3 Mobile app

Give smartphone users an easy way to send, receive and respond to alerts, join conference calls with a touch and automatically identify location (requires GIS).

## Business Continuity and Disaster Recovery

When business is interrupted by events like power outages or natural disasters, you need to communicate with your people. When minutes count, MIR3 can deliver a message to thousands at once, alerting the people who keep your business running and giving them a way to respond with critical information during a crisis.

## Information Technology

Instead of devoting IT resources to monitoring systems and processes, MIR3 can do the job for you. When events happen, automated alerts are sent to the appropriate staff, taking into account whether they are on duty, on call or out of office, letting recipients quickly fix problems before they cause downtime or delays..



## Emergency Notification

When disaster strikes, response teams must be mobilized. Manual systems are prone to failure, distract staff, tie up phone lines and can delay rescue efforts. Notification lets you send alerts to thousands of recipients at once, and by a wide variety of communication modes, reducing response times and saving lives and property.

## Business Operations

When events happen that may impact operations, supply or distribution, use MIR3 to notify distributors, vendors and partners. It's great for managing projects, alerting teams of scheduling changes, sharing HR announcements, broadcasting company-wide notifications and streamlining processes while increasing efficiency.

# THE MIR3 PROMISE:

## RELIABILITY

The MIR3 platform was built from the ground up to reliably notify hundreds of thousands of people all over the world at once. It's been tested, benchmarked and validated more than any other mass notification product, with years spent developing, adapting and perfecting it with enterprise customers.

## REDUNDANCY

OnSolve has the most resilient infrastructure in the industry, with multiple redundant data centers in remote locations (SAS 70 type II audited). With a state-of-the-art telephony infrastructure that provides full fault tolerance to ensure important messages are delivered, MIR3 is known for quality, reliability and scalability.

## REPUTATION

No other notification vendor has a better reputation. OnSolve products are relied upon daily by a wide variety of corporations, educational institutions and government agencies. Many of the world's largest and most recognized organizations, like those of the Fortune 100 and Global Fortune 100, trust OnSolve to provide reliable, effective notification services.

## WHY CUSTOMERS CHOOSE ONSOLVE

The OnSolve philosophy is one of partnership. Our representatives act more as consultants than sales people, working closely with you to find the solution that's best for your organization. We focus on establishing a working relationship that will last and providing products that will grow as your company grows.

Besides offering the best notification solutions on the market, we offer a full line of professional services to assist in providing solutions to suit your needs, and our world-class support team is available to you around-the-clock.

## ONSOLVE: ALWAYS ON. SOLVING COMMUNICATION CHALLENGES.

OnSolve is the market leader in real-time, mass notification and collaboration solutions used by the world's largest brands and thousands of government agencies to deliver critical information in any situation. Mass notification and collaboration is an essential element of emergency response and business continuity planning, keeping teams on track and coordinating during critical events. The OnSolve suite of critical communication tools is a key component of the business continuity, emergency response,

IT alerting, employee safety and security programs of every organization we serve. providing solutions to suit your needs, and our world-class support team is available to you around-the-clock.

## ONSOLVE MAINTAINS A COMMITMENT TO ITS CUSTOMERS WITH BEST-IN-CLASS SUPPORT SERVICES INCLUDING:

- Reliable 24/7 technical support
- Knowledgeable support engineers
- Comprehensive international support
- Online and onsite certification courses to train your team
- Unlimited access to online training videos

### Technical Overview:

- Delivery models – On-demand SaaS), on-premise and hybrid
- Scalability – Theoretically unlimited
- ISO 27001 certified with SSAE 16 certified data centers
- Notification types – Broadcast, first-response, call-out and bulletin board
- Supported delivery methods – Mobile phone, SMS text message, and line, satellite phone, email, mobile app, desktop pop-up, RSS, numeric/1-way/2-way pager, fax and TTY
- Sending methods – Web interface, email, phone, mobile app
- Languages – Text-to-speech supports English (American and British), Spanish (European and Mexican), Portuguese, Dutch, French (European and Canadian), German, Italian, Japanese, Arabic, Korean, Russian, Turkish and Mandarin Chinese with the ability to add additional languages
- Data synchronization – Automated, scheduled contact data updates from any HR database, BC tool or other source, including removal of those no longer in the organization
- Permission control – Hierarchical, granular role-based permission
- definitions based on data division and subdivisions
- Additional modules available – Self management portal, custom quick alert tool, weather alerts, targeted groups with GIS
- Integration – Easily add notification abilities to new, legacy or custom built platforms, using the Web services API that provides over 90% of product capabilities

For more information: [futureshield.com](http://futureshield.com) | 905 860 9515

