

Enterprise Notification System

When Every Second Counts



Mutare's Enterprise Notification System automates the rapid delivery of notices to selected groups using simultaneous voice, text, and email broadcasts to all user PCs, phones, cell phones, PDAs and pagers. Powerful enough for all-staff emergency notices, reliable enough for targeted code blue alerts, simple enough for everyday notices or automated outcalls to fill staffing needs, ENS helps ensure the continuity of your facility operations and the security of your staff and patients.

ENS Setup and Administration

ENS operates from a dedicated server networked to your phone system and Internet for simultaneous voice and email broadcasts. It includes a web-based interface for simple management of recipient lists and review of broadcast activities. Each subscriber on a list is allowed up to five addresses for phone, cell phone, email, PDA or pager contact. Through the ENS interface, subscribers control their own contact information and receive periodic reminders with a link to the contact update web page – a feature that saves administrators time while assuring up-to-date contact data.

ENS Broadcasts

The ENS administrator can select contact lists and initiate a pre-recorded or custom message broadcast via phone call or Internet browser, from any location, at any time. Once initiated, the message is delivered to all phones, hand-helds, pagers and email inboxes on the selected contact lists. For broadcasts triggered from the web, ENS automatically converts the text using text-to-speech technology for simple email delivery and playback.

Administrators may optionally request delivery acknowledgment and can track all broadcast and delivery activity in real time through the ENS website.



We initiate ENS broadcasts four to five times a day, primarily for code alerts or other events requiring quick and coordinated staff response. It has been a tremendous benefit in terms of saved time for our operators and responsiveness to our patients.”

Special Broadcast Features

- **Secure Broadcast:** For sensitive matters, broadcast notices can be sent with a PIN requirement from recipients before message viewing or listening.
- **Caller Confirmation:** Broadcasts may prompt a “yes” or “no” response from recipients for polling purposes or acknowledgement of availability .
- **Automatic Update Requests:** For simple database updates, ENS can interface with your organization’s directories and sends periodic voice or email messages reminding subscribers to update their contact information.

Benefits of ENS

- **Easy:** With a simple Internet interface and voice prompts directing phone broadcasts, ENS requires no special user training.
- **Flexible:** Text and voice broadcasts can be generated from any phone or computer with Internet access, and delivered to any phone, cell phone, pager or email address. Customers with Nuance EPS may, additionally, initiate broadcasts through voice recognition.
- **Adaptable:** With easily customized message and delivery options, ENS fits the varied needs of most hospitals and healthcare agency settings.
- **Economical:** ENS leverages existing telecommunication and data resources for the most cost-effective message delivery system. Because it is customer-owned and controlled, there are no ongoing usage or annual fees as with hosted solutions.

- **Reliable:** Multiple delivery methods, including text messaging, ensures that your message will reach its audience, even if conventional phone lines are down.
- **Efficient:** Contact information and updates are managed by individual subscribers, freeing administrators from this time-consuming chore.
- **Powerful:** ENS is just as efficient at sending messages to thousands of individuals at multiple locations as it is capable of delivering notices to small, targeted groups. As a business continuity solution, it enables officials to quickly take control of communications in a crisis and effectively manage response and recovery. As an enterprise notification system, it streamlines everyday communications while freeing up operator time and phone lines.

Additional ENS Options

- **ENS Backup:** For additional protection, create a hot standby ENS system in another physical location. ENS copies the ENS data from the primary system nightly, so the backup system is ready at any time.
- **Database Sync:** Automatically update ENS from your organization’s data source.
- **Survey:** In addition to the response feature built into ENS, the optional survey solution allows for multiple questions to be added to the broadcast for easy data collection.
- **Self-Population web page:** Allows the public to subscribe to your ENS system through a customized self-subscription web page.

ENS Requirements:

- ENS resides on a dedicated server, supplied either by the customer or by Mutare.
- The number of voice ports is determined by the number of subscribers to be supported and speed of delivery required.
- Installation requires the server to be interfaced to the phone network for voice broadcast and the Internet for text and email messages.

About Mutare Software

Mutare Software is an enterprise connectivity company, offering high-value software solutions that leverage the existing enterprise communications infrastructure. Among the hallmarks of a Mutare solution is the sophistication of its design paired with ease of deployment and use. Mutare has installed more than two thousand applications worldwide for customers ranging from Fortune 50 corporations to small private firms, government agencies, universities and healthcare organizations. Our reputation for personalized service and immediacy of response is unsurpassed. Visit www.mutare.com.



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