

Enterprise Notification System

Targeted Message Broadcasts Keep Your Organization Safe and Your People Informed



Mutare's Enterprise Notification System (ENS) automates the rapid delivery of announcements to selected groups, large or small, using simultaneous voice, text and email broadcasts. Powerful enough for major events, simple enough for everyday notices, ENS is one more way that Mutare Software is changing communications, protecting your enterprise, and assuring that your people get the message.

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.



Installation was very smooth with Mutare always there to answer our questions every step of the way. Now, there is great peace of mind knowing we have a quick, reliable, and easy-to-manage notification system in place, ready to respond when we most need it.”

Eugene Conlogue
Manager, Millinocket, ME

ENS Features

- **Database Sync:** Automatically update ENS from your organization's data source.
- **Caller Confirmation:** Broadcasts may prompt a "yes" or "no" response from recipients for polling purposes or acknowledgement of availability .
- **Survey:** Allows for multiple questions to be added to the broadcast for easy data collection.
- **Custom Interface:** Because ENS is behind the firewall, it can interface with other internal phone, messaging and alarm systems.
- **Automatic Update Requests:** For simple database updates, ENS can send periodic voice or email messages reminding subscribers to update their contact information.
- **Secure Broadcast:** For sensitive matters, broadcast notices can be sent with a PIN requirement from recipients before message viewing or listening.
- **Self-Population Web Page:** Allows the public to subscribe to your ENS system through a customized self-subscription web page.
- **SMS Gateway:** Provides additional speed and unlimited volume capacity for large text message broadcasts utilizing a fee-based SMS provider.



ENS Benefits

- **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 browser and delivered to any phone, cell phone, pager or email address. Customers with Nuance EPS may, additionally, initiate broadcasts through voice recognition.
- **Secure:** ENS resides on a dedicated server behind the firewall so no vendor outside of the organization has access to your sensitive data.
- **Economical:** ENS leverages existing telecommunication and data resources for the most cost-effective message delivery system. There are no ongoing usage or annual fees as with hosted solutions.
- **Reliable:** Multiple delivery methods, including text messaging, ensures that your message reaches 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 targeted notices to small groups. As an emergency response tool, 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.

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 changing the way business communicates. Innovative messaging solutions such as EVM Plus and giSTT™ enable employees to read voice-mail messages in email for faster decisions, profitable transactions and closer relationships between customers, employees and suppliers. Sales go up and expenses go down. Mutare is known for its voice and web based self-service applications, call center administration tools, and custom Interactive Voice Response (IVR) solutions that deliver high value and improve customer service. Visit us on the web at www.mutare.com and see what Mutare Software can do for your bottom line.

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