



send word now®
EVERY MESSAGE COUNTS®

mass notification for U.S. DEPARTMENT OF DEFENSE

Powerful, Unmatched Technology For Personnel Accountability & Force Mobilization

Send Word Now's® award-winning mass notification service is used by top U.S. Department of Defense operations to alert key personnel during critical events.

Whether used for personnel accountability, force mobilizations, continuity of operations or other crisis situations, rapid and accurate communication is essential for an effective response. Send Word Now gives your organization the power to notify thousands of people in minutes through virtually any communication device, and receive crucial feedback.

Send Word Now Key Benefits



Secure

- DIACAP and SSAE 16 SOC 1 compliant
- At-rest and in-transit data encryption



Reliable

- Top-tier, geographically dispersed data centers located in the US, Canada and the UK
- **100% Uptime Guarantee**



Fast

- Deliver thousands of voice and text alerts in seconds
- Send to virtually any communication device



Easy

- Launch on the fly, or create predefined scenarios for easy activation
- Initiate alerts through web browser, mobile app or by support call



Affordable

- Secure Software-as-a-Service (SaaS) platform
- Vastly lower cost than outdated on-premise systems

Ideal Uses for the U.S. Department of Defense

- Personnel Accountability
- Force Protection & Mobilization
- Continuity of Operations
- IT Virus & Cybersecurity Notifications
- Base Personnel Warnings

Communications Devices & Methods

- Mobile & Land Phones
- Satellite Phones
- SMS
- Email
- BlackBerry® PIN
- Digital Signs
- Cisco® IP Phones
- Desktop Alerts
- SWN Direct Mobile App
- Other Devices



Key Feature Highlights

SWN Direct Recipient Mobile App

SWN Direct is a powerful mobile app for alert recipients. The app utilizes encrypted Internet Protocol (IP) end-to-end, and provides full-featured voice calling, flexible texting and secure file sharing capabilities

Mobile App for Smartphones

Send Word Now's mobile apps for iPhone®, Android® and BlackBerry® smartphones place all the capabilities of our standard Alerting Service right in your hand

Get Word Back

Two-way communication allows message recipients to respond to alerts they receive and have responses tallied in a report

Integrated Incident Management Service (IMS)

Our streamlined incident management framework allows users to easily manage and share events, incidents and tasks

AlertTracer®

Provides a detailed audit trail for better accountability and more productive after-action reporting

On-Demand Conference Bridging

Instantly connect up to 200 participants on a conference call without the hassle of confusing passcodes and lengthy dial-in numbers

The Send Word Now Difference

Feature Rich

- Easy web and mobile user interfaces
- Detailed audit trail reports
- Alerting in many languages and dialects
- Map-based notifications
- Mobile app for sending alerts on the go
- Optional Self-Registration Portal

Extremely Reliable

- **100% Uptime Guarantee**
- Multiple, geographically-dispersed data centers
- Active-active data center configuration
- International Affiliate Testing Network to monitor global infrastructure capabilities
- VoIP/SIP technologies for scalability and resiliency

Highly Secure

- SSAE 16 SOC 1 Type 2 certified
- DIACAP certified, (U.S. Department of Defense)
- Encryption of data at-rest and in-transit to the service
- Two-factor authentication capable

Well Supported

- True, live 24x7x365 customer support
- Staffed by technical experts
- Concierge service (we can launch alerts for you)

Widely Acclaimed

- "Leader" in Gartner's Magic Quadrant for U.S. Emergency/Mass Notification Services
- DRI International "Notification System of the Year"
- DHS Small Business Achievement Award (FEMA)
- Inc. 5000 list of fastest growing private companies
- Deloitte Technology Fast 500 honoree



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About Send Word Now

Headquartered in New York City, Send Word Now is the leading worldwide provider of critical communications solutions. The company's easy-to-use web-based and mobile solutions are deployed by businesses, government agencies, universities and non-profit organizations to ensure fast, effective communication when it is needed the most.

Send Word Now's enterprise-class notification system is capable of transmitting tens of thousands of voice and text messages in minutes, while providing a full audit trail for after-action reporting and follow-up. Our conferencing and workflow solutions keep employees informed and connected to the people and information they need.