



send word now®
EVERY MESSAGE COUNTS®

emergency notification for **PROFESSIONAL SERVICES**

Secure and Reliable Critical Communications For Professional Services Firms

Large-scale events can quickly impact business continuity or employee safety. In these instances, rapid, accurate communication is essential for effective accountability, response and recovery. It's also crucial to maintaining strong client relationships and protecting your reputation.

Send Word Now's® award-winning emergency notification service is used by some of the most notable law, accounting and consulting firms in the world to coordinate dispersed workforces, communicate with teams, and deliver key business services in critical situations.

With Send Word Now, you have the power to notify tens of thousands of message recipients in minutes using virtually any communications device, plus get vital feedback to support your decision-making. Flexible in design, the Software-as-a-Service (SaaS)-based solution not only supports Business Continuity Planning (BCP), but also day-to-day, non-emergency communications. Using Send Word Now, your firm, like so many others, can be safer, better informed, and more resilient.

Ideal Uses for Professional Services Firms

- Inclement Weather
- Security Alerts
- IT Disruptions
- Client Communications
- Safety Hazards
- Conference Calls & Urgent Meetings

Communications Modalities & Methods

- Landline & Mobile Phones
- SMS
- Email
- BlackBerry® PIN
- Digital Signs
- Cisco® IP Phones
- Desktop Alerts
- Instant Messaging (IM)

Key Benefits for Professional Services Firms

- **Facilitate** communications among managers, staff offices and clients
- **Send** alerts to all devices simultaneously; receive responses back and track the results
- **Mobilize** management and response teams instantly to deal with unexpected situations
- **Leverage** alerts for non-emergency information, such as customer notices or promotions
- **Collaborate** quickly by automatically calling participants and transferring them to a conference bridge
- **Keep** staff informed through a virtual message board
- **Integrate** with other systems and databases using Send Word Now's Web Services API (Application Programming Interface)



Key Feature Highlights

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 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.