21st Century Emergency Preparedness with Send Word Now Alerts

As companies become more concerned about business and operational continuity, regulatory compliance, security and the ability to audit information flow, the need for swift, appropriate, and documented communications becomes more urgent.   Send Word Now is successfully transforming the way organizations and government agencies are solving the problem of on-demand alerting and response for both emergency situations as well as for everyday, time-sensitive organizational communications.

About Send Word Now

Send Word Now's on-demand alerting software services harness a spectrum of communications devices and providers simultaneously, sending out the same message from a single sender to many recipients within minutes. The Send Word Now notification platform allows for two-way communication, and permits message recipients to provide specific and useful feedback. The message initiator is able to gather and analyze this response data in real time, increasing both the speed and effectiveness of his or her management.

In today's world, enterprise and governmental organizations without effective mass notification systems in place are putting themselves at a higher risk for financial and reputational losses. Send Word Now's notification technology is mature, reliable, and cost-effective – it can make the difference between a business failure and a quick recovery in the event of unexpected crises.

Every year, an increasing number of emergencies, disasters, and urgent business situations challenge organizations around the globe. In the last decade alone, we have witnessed the attacks of September 11, 2001; the Asian Tsunami of 2004; The London terrorist attacks of 2005; the financial crises of 2008; and the global pandemic threats of H1N1 and the Avian Flu. And considering the ever-growing potential for business disruptions in today's interconnected market, there is no justification for an organization to remain unprepared.

World Class Customer Support

While Send Word Now's software is robust, easy-to-use, and cost-effective, it's the service behind these features that truly sets it apart from its competitors. Send Word Now offers the best customer support in the industry. We offer a broad range of services that are included in a base subscription, such as liberal and flexibly scheduled training, insight into notification best practices, starter collateral for corporate rollouts, data management advice and support, and 24x7 dedicated customer support team. The team is responsive, helpful, and supportive, and Send Word Now has the impressive renewal rates to prove it.

Our software is not a prefabricated "solution in search of a problem."   It is a flexible and evolving service – and not a product – that is backed by a world-class network of customer support. Send Word Now has a unique history of working closely with our customers, and many of our best features have been developed through those relationships.

Most importantly, we always make these features available to our entire customer base at no additional cost.

Cutting Edge Technology

Send Word Now's has a strong commitment to providing our clients with innovative software solutions that are both simple and cost-effective. In keeping with this goal, the company has based the voice components of its notification platform on next-generation Voice over Internet Protocol (VoIP) and Session Initiation Protocol (SIP). This simple and streamlined method of data transfer allows us to surpass the capabilities of the traditional networks used by our competitors, creating simple scalable tools that maximize cost and bandwidth efficiency.

Our software leverages the scalability, reliability, and cost-effectiveness of our VoIP platform. Its flexibility enables the creativity of our developers. The platform allows us to adjust our voice processing based on telecommunications carrier capacity and performance at any particular moment in time. Because there are multiple points of entry and exit into the network – our customers can count on constant access to clear, quick, and simple communication. By maintaining an innovative edge, Send Word Now delivers the best quality and platform scalability in the industry.

Commitment to Privacy

Send Word Now recognizes and respects the privacy interests of European citizens and residents, particularly concerning any personal information processed on behalf of one of our customers.   The U.S. Department of Commerce and the European Commission have developed a framework known as the "Safe Harbor" for American companies. This Safe Harbor is designed to provide U.S. organizations with a means to satisfy the European Union's legal requirement that adequate data protections be afforded to personally identifiable information transferred from the EU to the United States. Send Word Now is strongly committed to protecting the privacy of those who entrust it with their personal information. Send Word Now fully complies with the Safe Harbor privacy principles published by the U.S. Department of Commerce. Send Word Now takes key precautions, including administrative, technical, personnel and physical measures, to safeguard customer information against loss, misuse, unauthorized access, disclosure, alteration, destruction and theft. Our certification and complete Safe Harbor policy is publicly available at [http://www.sendwordnow.com/supportp.aspx].