



send word now®
EVERY MESSAGE COUNTS®

Powerful Emergency Communications For Financial Services Firms

Send Word Now's® award-winning online emergency notification service is used by some of the most notable financial services companies in the world to alert employees, customers and business partners during critical events. And, because it's built to be flexible and reliable, the solution is also utilized for non-emergency communications to support day-to-day operations.

Whether a security-related incident, website disruption, severe weather situation or other business interruption, rapid and accurate communication is essential for quick response and recovery. Send Word Now gives you the power to notify and receive feedback from tens of thousands of people in minutes through virtually any communication device.

When faced with critical situations, financial services companies across the globe depend on Send Word Now. Contact us today to find out how we can help make your financial services company safer, better informed and more resilient.

Key Benefits for Financial Services Companies

- **Send** alerts to all devices simultaneously; receive responses back and track the results
- **Deploy** security personnel or other staff 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
- **Schedule** automatic alerts and reminders to be sent for one-time or recurring events
- **Integrate** with other systems and databases using Send Word Now's Web Services API

emergency notification for **FINANCIAL SERVICES**

Ideal Uses for Financial Services Firms

- Emergency Notifications
- Security Alerts
- IT Disruptions
- Customer Notices
- Conference Calls & Urgent Meetings

Communications Devices and Methods

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



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
- Smartphone app for initiating alerts on the go

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

- 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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sendwordnow.com

800.388.4796
+44.203.318.3862

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.