

Easy-Call — Emergency & Disaster Response

- Immediate, certain alerts and two-way interaction, via multiple media, services, & communication devices
- Precise execution of escalation & fan-out protocols
- Effective duty-roster & multi-discipline musters, simply administered
- User-controlled automation minimizes training effort and mitigates the impact of organization change
- Self-administering community hotlines
- Multi-lingual interplay that's automatic
- Interactions are time-stamped & endlessly auditable



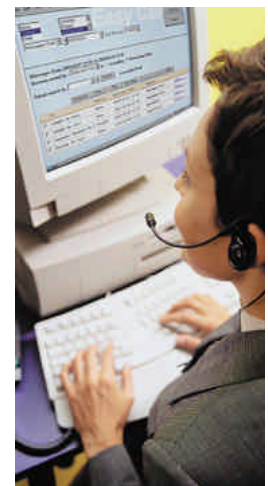
Communication intelligence that:

drives alert and escalation protocols


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ensures effective multi-party coordination and interplay !

- Robust reliability that only multiple communication devices, services, or server sites can provide



Mandexin 

EASY-CALL E&DR features EASY-CALL E&DR benefits !	
Automated multi-call processing center	✓	drive multiple inbound and outbound calls immediately, simultaneously and with accuracy, the interplay limited only by the number of lines in operation !
Device & service independent Auto-Dial & Locate™	✓	<p>ensure no critical message is ever dropped, or individual missed, through intelligent communications outreach across multiple devices and services !</p> <p>✓ automatically counter the risk of device or service failure !</p> <p>✓ avoid front-end project charges for device upgrades, and, avoid 'lock-in' to one service provider !</p> <p>✓ readily embrace new technology as it comes on-stream !</p>
Groups, Duty-Rosters and Scenarios target critical alerts & muster multi-disciplinary teams	✓	<p>target countless contacts in one step, avoiding disruptive, wasteful broadcasts !</p> <p>✓ ensure coverage via programmable rosters, providing automatic multi-level escalation that seeks and confirms respondents with appropriate skills & specializations !</p> <p>✓ combine multi-disciplinary rosters to form response teams for emergent scenarios !</p> <p>✓ expedite bi-directional interaction between team members !</p>
Pre-programmed protocols with stepwise escalation & fan-out	✓	<p>execute emergency procedures <i>exactly as planned</i>, in minutes, no matter who is on-duty, regardless of the training status of individuals throughout the organization !</p> <p>✓ vet protocols in daily operation before their inclusion in fan-out scenarios !</p> <p>✓ build-up or modify protocols on-the-fly as the emergent situation evolves !</p>
WEB and multi-media interfaces	✓	<p>access information across the WEB, or by touch-tone phone, from anywhere !</p> <p>✓ enables roster schedule & contact number admin to be delegated, to minimize the administrative burden on central staff while increasing accuracy of details !</p> <p>✓ voice, text, A-V, or application-doc exchanges for alerts, instruction, or review !</p>
Multi-lingual voice interaction	✓	interact with listeners in virtually limitless numbers of languages by touch-tone !
Time-stamped reports of activities and exchanges, replayed with full-vox detail	✓	<p>preserve the forensic record <i>indefinitely!</i></p> <p>✓ extract activity summaries and metrics by call type, or person, or department !</p>
<p>Open, industrial-strength database</p>  <p>Since 1980</p>	✓	<p>get robust, high-volume performance you can count on, reinforced by a distributed architecture that ensures mission-critical resilience !</p> <p>interface to Mandexin, or 3rd Party, applications:</p> <ul style="list-style-type: none"> • critical service & task coordination • training scheduling & staff scheduling • ODBC tools, PBXs, HL7, GIS <p style="text-align: right;"> Mandexin Systems Corporation 1000 Finch Ave. West, Suite 300 Toronto, ON M3J 2V5 Phone: 416-494-7181 Fax: 416-494-1511 WEB: www.mandexin.com </p>