

## MS Technologies Total Communications Solution



**MS Technologies Corporation** has designed, built and integrated Emergency Notification System (ENS) for over ten years. With such extensive experience, it is no wonder that MS Technologies has been selected time and again to integrate communications systems into complex environments that competitors shy away from.

**Hardware:** MS Technologies' flagship Voice Processing Communication System, the CC-ENS-IVR, is a standard rack mount unit with redundant capabilities, such as hot swappable (while unit is on) power supplies. Additionally, the system provides capacity for future growth through flexible and economical modular upgrades. The CC-ENS-IVR is housed within an industrial grade case and is robust enough to handle the most challenging of tasks.



The system utilizes the cutting edge in microprocessor technology making it a fast single responsive unit capable of handling 192 simultaneous calls without any degradation in performance. The system can be configured with one or dual processors to enhance performance in more complex environments including taking over database functions.

The CC-ENS-IVR system is compatible with existing analog and digital telephone equipment and fully expandable to support a variety of voice processing functions. If desired, two CC-ENS-IVR units can be configured in parallel to provide on-line redundancy and backup capability.



### System Features and Accessories:

- *Digital Interface (T1 Interface): Two dual T1 cards (96 ports)*
- *Analog Interface: 48 ports*
- *TCP/IP CTI Interface*
- *Hot-swap compact disk capability*
- *Fully redundant power supplies*
- *Easy to monitor LED front panel*
- *Government Emergency Network Interface*
- *LDAP Database Integration*

MS Technologies' Emergency Notification Solution (ENS) gives any organization, whether private, federal, or local government, an easy-to-use, easy-to-customize personnel notification/recall solution. Whether notification is initiated from an emergency communication center or from a private residence, ENS insures complete notification and report status.

ENS is an emergency notification messaging system automating notification procedures by sending alert messages to groups of people over the telephone/Internet network. The system is capable of sending voice messages to telephones (home, office, mobile, etc.), pagers, etc. After transmitting a message, ENS requests a timely confirmation response, which is logged in real-time and verifiable in detailed management reports. ENS allows for an almost infinite pre-programmed customer notification scenario.

In addition to voice message notification, MST's ENS solution provides reliable fax-blasting capabilities. This solution assures that printed instructions (including text and graphics) are quickly disseminated to pre-defined groups. An automatic retry feature is customizable and helps assure that faxes are delivered promptly. In addition, management reports promptly identify successful and unsuccessful fax attempts.