

DELL™ PROMANAGE CRISIS MANAGEMENT & ALERTING SERVICES



Interactively contact large numbers of employees and customers during crisis situations to ascertain status, give direction and provide tools to manage through the crisis



IF YOU CAN'T COMMUNICATE, YOU CAN'T RECOVER

During a crisis or emergency, normal lines of communication often fail when they are needed most. The most immediate tasks in any crisis situation are to ascertain the safety of employees and the status of the organization, gather feedback and distribute information on developing situations, and to rapidly mobilize teams to respond to the crisis situation.

Dell Crisis Management & Alerting services use all available communication channels to find people, deliver messages and collect information during crisis events. By leveraging email, outbound and inbound voice calls, text messages, pagers, BlackBerry® devices and the Internet, Dell provides an automated method to interactively locate and poll employees, keep them informed and supply them with the tools needed to manage through a crisis. With Dell, you can have an automated, interactive notification system, a web-based portal to collaborate during a crisis, and the ability to restore voice communications within minutes of an outage.

QUICKLY DETERMINE STATUS, MAINTAIN COMMUNICATIONS & MANAGE THROUGH A CRISIS

Dell Crisis Management & Alerting services are simple to deploy, flexible to meet your changing needs, and evolved to leverage the Internet and other channels to automate the delivery of data and voice communications to dispersed constituents around the globe.

- **Reach anyone, virtually anywhere during a crisis**
- **Enable collaboration with web-based tools**
- **Provide an intelligent, standby voice communications network**

With over a million users, the Dell Crisis Management & Alerting services are battle tested through severe weather events, power outages, emergencies and crisis events. These services have assisted customers around the globe to help ensure the safety of their people and the continuity of their businesses.

DELL CRISIS MANAGEMENT & ALERTING SERVICES

DELL CRISIS MANAGEMENT & ALERTING SERVICES – three services that use all available communication channels to find people, deliver messages and collect information during crisis events.

DELL EMERGENCY NOTIFICATION harnesses all available commercial communication channels to find people, deliver mass notifications and collect information in real-time.

- Reach virtually anyone with automated message delivery and escalation
- Provide in-bound lines for hard-to-reach contacts
- Set permissions on who can send alerts and view contact information
- Provide global reach with multi-language support
- Manage notifications remotely with real-time auditing and reporting

DELL INCIDENT COLLABORATION CENTER (ICC) is an Internet-based portal used to coordinate crisis management and recovery efforts during any crisis or other disruption to normal business operations.

- Collaborate during crisis events from a virtual command center
- Track recovery status with collaborative incident logs
- Assign compartmentalized task streams to securely direct efforts
- Share needed documents in secure, need-to-know authorized folders
- Keep your constituents informed with an external website

DELL VOICE COMMUNICATIONS CONTINUITY is a standby voice network designed to restore voice communications within minutes of a telephony outage.

- Preserve inbound call capabilities during telephony outages
- Intelligent routing around regional outages
- Dynamically reroute calls to any telephony-enabled device
- Activate to recover service in minutes
- Backup voice mailbox for every user
- Help lower TCO, avoid redundant hardware

ABOUT DELL PROMANAGE SERVICES

Dell ProManage Services simplify the management of your IT environment so you get up and running quickly, with lower deployment costs, fewer hassles, and less time spent on non-strategic tasks. You pay only for the services you need, gain instant access to the latest innovations without additional infrastructure investment, and take your business from maintenance to momentum.

SIMPLIFY YOUR IT MANAGEMENT AT DELL.COM/modularservices

Availability varies by country. To learn more, customers and Dell Channel Partners should contact your sales representative for more information.

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