



# Emergency Alerts

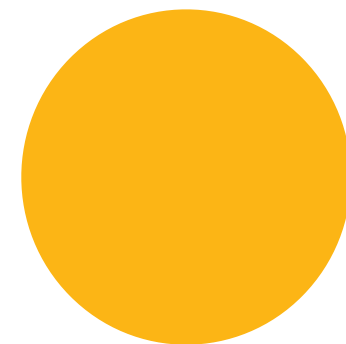
Alert your staff and check responses quickly and easily





# Emergency Alerts

MATS Emergency Alerts is an easy-to-use mass notification system which provides instant visibility to track inbound feedback and escalate responses.



## CHALLENGE

**We live in challenging times where staff communication can be critical**

When business continuity is under threat, you need to inform your staff quickly and simply. Keeping track of responses and checking their safety is vital to help you plan and focus your response. Traditional communications methods are difficult to coordinate and lack the control and visibility needed to keep on top of the situation.

## SOLUTION

**Streamlined, affordable mass, multichannel communications built on MATS**

The MATS Emergency Alerts Accelerator solution gives you an easy way to set up emergency notifications and get them to your staff quickly.

A central dashboard, accessible anywhere by authorised staff, provides instant status visibility for staff who have and haven't responded. Define your own appropriate escalation paths and use multi-channel communications to confirm status for all staff.

**“We now have better management information, better control and a full audit trail.”**



**VODAFONE**





# Why use MATS Emergency Alerts for mass employee communications?

When you use MATS Emergency Alerts, you get all of this in a modern, flexible app that's easy to configure as your needs change:

- Easily configure your locations and teams to logically map out your organization
  - Upload staff information via direct input or file upload. Alternatively, you can extend your solution to include a registration form or add an API interface
  - Define a range of message templates to cover anticipated events
  - Use SMS, email and voice communications where appropriate
  - Load alternative numbers and email addresses to ensure the message gets through
  - Configure standard response intervals and next steps if employees do not respond
  - Instantly see the status of any alert incident and close it when the emergency is over
  - Generate priority call lists for staff who don't respond within your response window
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# Key features

## Flexibility

- Supports your divisional, departmental and locations in the structure you need
- Manage your staff contact details including phone and email
- Add contract or temporary staff to your contact lists
- Set up template messages and configure response window times
- Configure escalation steps to ensure all staff respond

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## Data protection and security

- Real-time, secure visibility of skills to authorized staff
- Two-factor authentication for user access
- Secure document transfer

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## Scale & reach

- Rapid, web-based deployment - scales to any number of users, departments, customers, countries and languages
- Multiple hosting options including cloud or on-premise
- Deploy via cloud for access through any device: desktop, tablet and smartphone

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## Control

- 100% configurable workflow, case management, rules and alerts
- Complete audit trails
- Fully customizable reporting, management information and live KPI dashboards
- Powerful drill-down reports and geographic dashboards

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## Multi-channel dialog

- Automatically update fulfilment parties and service requesters proactively
- Design, test and send communications via web, e-mail, SMS and mobile apps

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## Integration

- Easily import and export data
- Integrate with HR, CRM and ERP systems like SAP and Salesforce
- Integrate with mainframe and other systems

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## Supports continuous improvement

- Link with other MATS Accelerators and enterprise applications or add other communications features
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# MATS Accelerators

## Powered by MATS

MATS Accelerators are developed on the MATS Low-code development platform. This means they are highly configurable and can easily be integrated into your wider IT landscape.

You can implement an accelerator out of the box, or adapt it to your custom business requirements, at a fraction of the cost and time of traditional software development.

Deployed via the Cloud (and also available on premise), MATS Accelerators are web and mobile ready.

## About MatsSoft

MatsSoft is on a mission to close the Process Execution Gap – the gap between the people who know what they want to improve, and the coders who make it happen.

We set out to create a new kind of process improvement platform – one that eliminates coding and complexity, making it easy for process people to make the changes they want to make.

Today, our Low-code development platform, MATS, is used by process improvers, customer champions, innovation leaders and IT teams in organizations across the globe. Customers include Nationwide Building Society, Coca-cola, FedEx, Santander, Thomas Cook, Barclaycard, RBS, GOV.UK and HM Coastguard.

Find out more at [www.matssoft.com](http://www.matssoft.com)



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