



ALERTER \* MOBILISER \* AGIR

A decorative background graphic consisting of a series of vertical bars of varying heights and shades of blue, arranged in a wave-like pattern that tapers at both ends, resembling a soundwave or a data visualization.

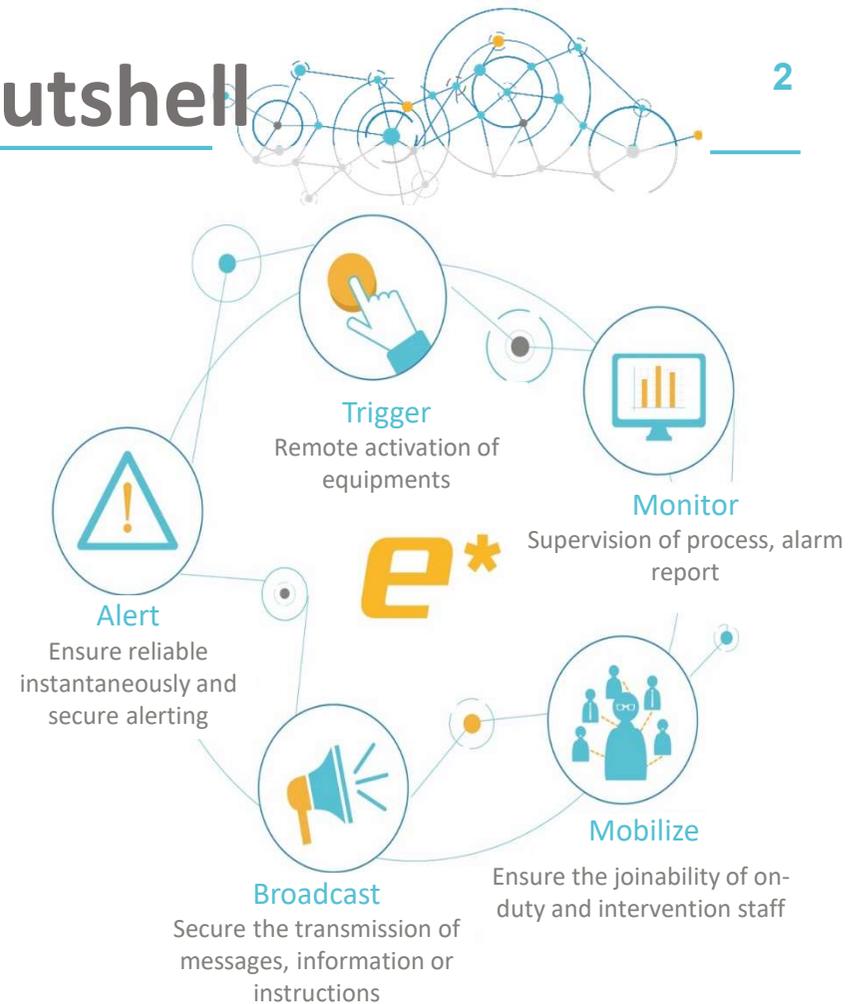
# CMA July 2020

## Warning use case

# e\*Message France in a nutshell

## Critical messaging operator since 2000

- \* Operates a nation wide paging network, 24/7 since 2000
- \* Provides its customers with alerting services (paging, multichannel) custom made
- \* Trusted by hospitals, firebrigades, industries, energy producers and many more



# An issue with alerting efficiency

3

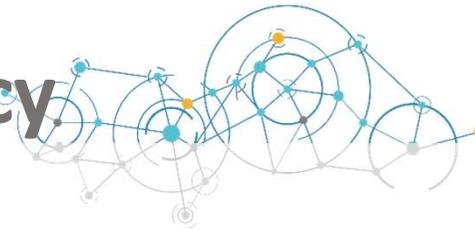
## Situation met

- \* Steel manufacturing plant
- \* 2 main points
  - \* Fire detection:
    - \* fire detectors connected to a control room
    - \* Alerting to on duty internal firemen by the controller in the control room through SMS
  - \* Alarms
    - \* Alarm sensors connected to a software
    - \* Alerting to on-duty technician by the software through SMS



# An issue with alerting efficiency

---

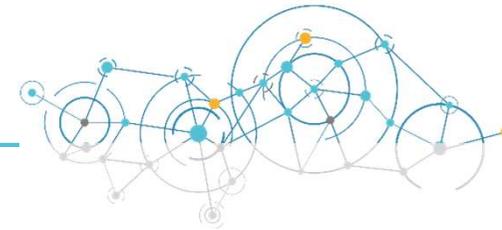


4

## Identified issues

- \* Fire detection management
  - \* Software with limited functions, unable to evolve without major investment
  - \* Lack of reliability of the SMS for alerting (transmission time, coverage)
  - \* Coverage
  
- \* Alarm management
  - \* Also limited functions for the software, only able to push an SMS or a mail.
  - \* Limitation of the SMS for alerting

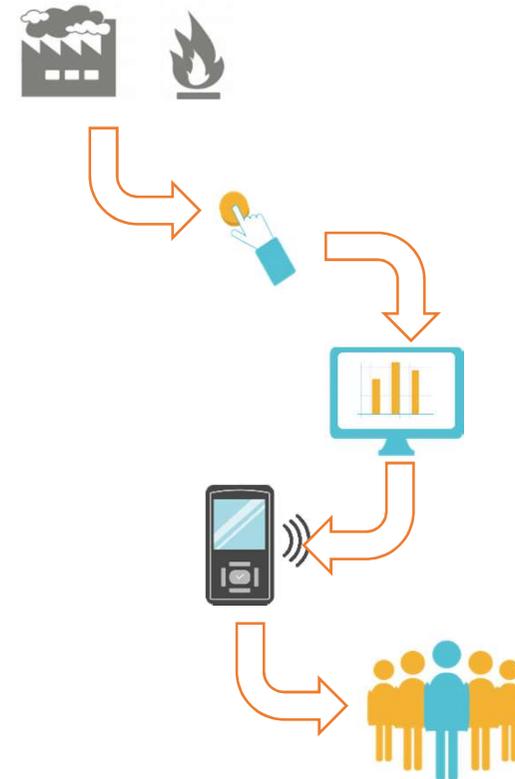
# Building an efficient alert



5

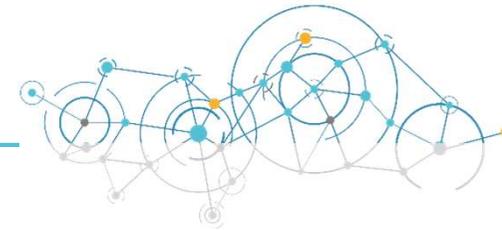
## Proposed solution

- \* Fire detection management
  - \* e\*Alert solution: SaaS multichannel with paging (#1 vector), SMS, IVR calls. Integrated escalation processes
  - \* Paging for alert reception. e\*Message network combined with TPL high sensibility pagers
- \* Alarm management
  - \* Integration of an API connection to e\*Alert into the alarm management software.
  - \* Connection to e\*Message network in the same way as above



# Customer gain

---



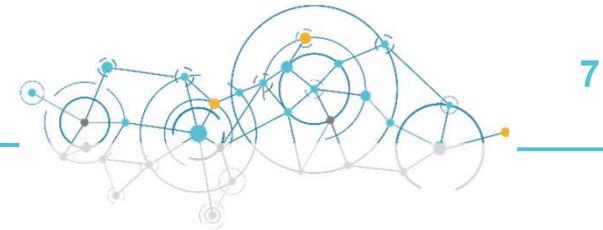
6

## Immediate benefits

- \* Fire detection management
  - \* **Easy** to use solution, implemented in one month.
  - \* SaaS, no impact on IS security
  - \* **Reliability** of paging
  
- \* Alarm management
  - \* **Easy** integration of an API connection to e\*Alert into the alarm management software.
  - \* **Reliability** of paging

# Provider gain

---



## Integration in customer architecture

- \* Provision of the alerting service
- \* Provision of an easy to set up, easy to use solution
- \* No impact on the customer security: easy relation with the customer IT team
- \* No on site intervention or maintenance
- \* Alerting as a service solution



**e\*Message Wireless Information Services**

22 quai Gallieni 92150 Suresnes - France

Tel : +33(0) 8 36 60 20 20

eMail : [service.commercial@emessage.fr](mailto:service.commercial@emessage.fr)

Site Web : [www.emessage.fr](http://www.emessage.fr)