



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.

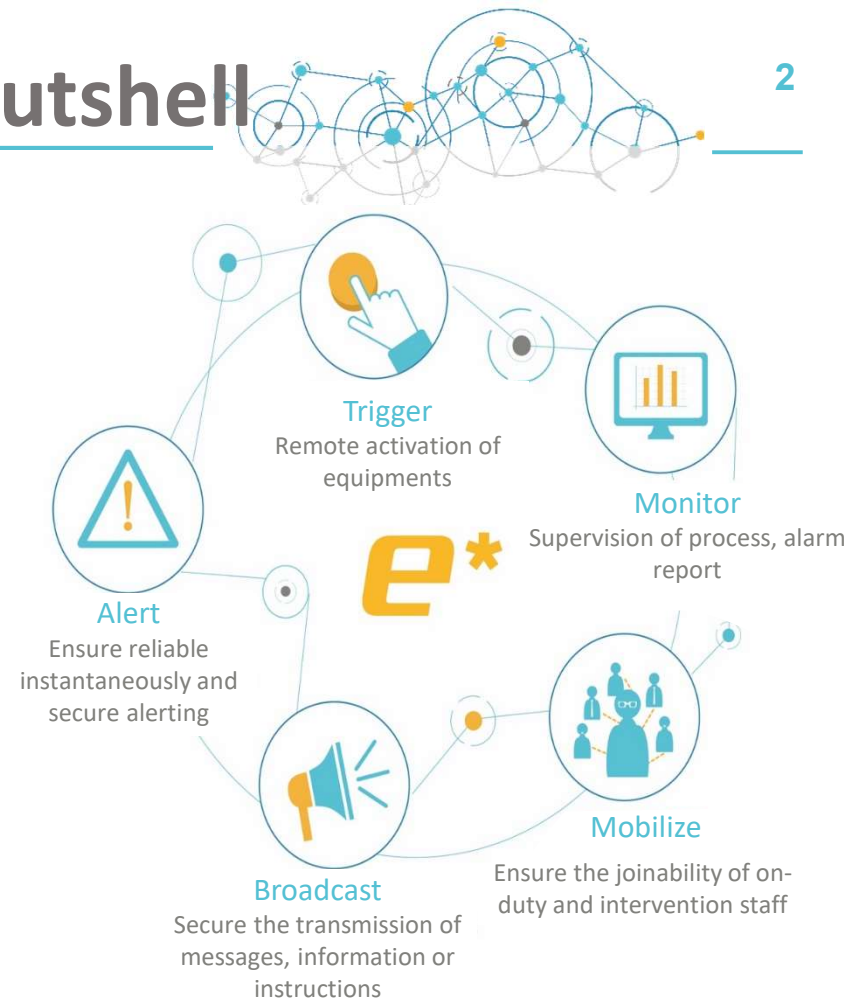
CMA July 2020

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

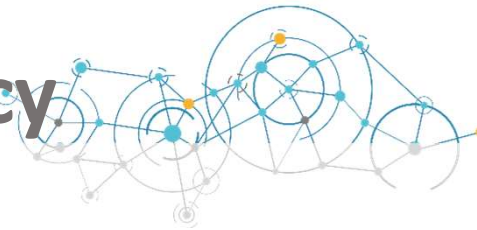
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Situation met

- * 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



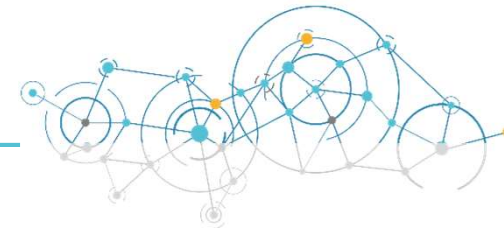
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Identified issues

- * 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

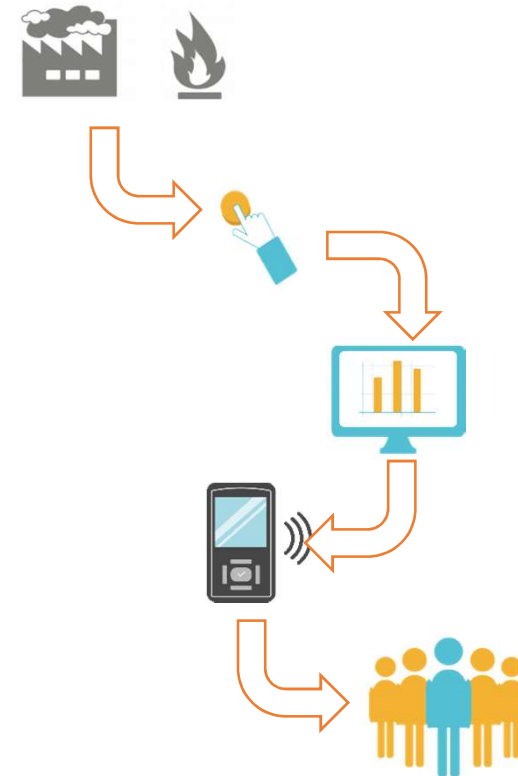
Building an efficient alert



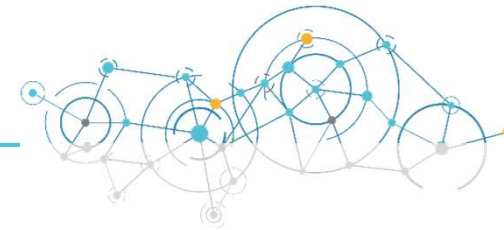
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Proposed solution

- * 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



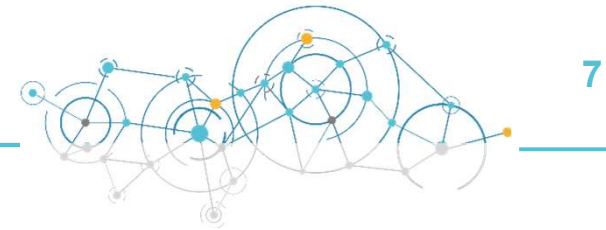
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Immediate benefits

- * 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



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