



OpenScape Alarm Response

Peace of mind, proactive protection and rapid response from the patient bedside to the production line.



Whatever the incident, having an instant notification can make a competitive or even life saving difference. The faster your remedy system responds, the better the outcome.

That's exactly what you get with OpenScape Alarm Response from Unify.

A 'man down' in a hazardous chemical environment. A faulty component that threatens to halt a product line. A courtroom scuffle, hotel fire or patient emergency. OpenScape Alarm Response covers each situation.

Rapid response is crucial, effective alarming is essential. Allowing workers to concentrate on their day-to-day activities maintains focus, and if an incident occurs, they'll be notified and able to take immediate action.

Clinicians can focus their attention on other patients. Maintenance technicians are freed from time-consuming manual checks to concentrate on line optimization tasks. And, for engineers working in hazardous conditions, OpenScape Alarm Response offers security - providing alerts should they get into difficulty.

OpenScape Alarm Response – faster response times

OpenScape Alarm Response offers tremendous value for both public and private organisations, including:

- Increased mobility for staff
- Trustworthy alerting during crisis situations
- Business continuity
- Higher resilience of IT infrastructure
- Greater public safety and security.

Packed with a host of functionality - from broadcasting and alerting through to personal security and high performance emergency conferences - OpenScape Alarm Response is proven in live operation across the world.

And it's mobile - the Personal Security application is available on Android, iPhone, Windows Mobile and Blackberry handsets.

Plus, it's built to eliminate false positives. Save time and money by dramatically reducing 'cry wolf' activations so you can be sure any notification you receive is a true emergency - and you can give it the upmost priority. You won't waste time and resources responding to alarm failures.

OpenScape Alarm Response works in a variety of environments. Campus security systems, manufacturing production lines, patient bedside terminals and more can be simply and seamlessly added.

Whatever your environment, your people get peace of mind, protection and compliance with health and safety regulations. You can increase staff mobility, while introducing seamless emergency collaboration. And that amplifies the collective effort of your emergency response personnel, which leads to better decision making and faster resolutions.

OpenScape Alarm Response is proven in live operation across the world.

Key Features and use cases

Broadcasting and alerting: Alerting, informing and mobilizing

OpenScape Alarm Response can simultaneously or sequentially alert and inform your first responders - via phone or text messaging - in virtually any scenario:

- Mobilize emergency personnel in fire departments
- Initiate targeted evacuation of industrial sites and buildings
- Simultaneously notify police, hospitals, schools, media etc.
- Exchange information between headquarters and branch offices
- Connect calls to care team staff via DECT/WLAN phones - alongside paging systems and callback to patient rooms
- Conduct emergency calls and locate casualties, in combination with patient monitoring systems
- Transmit fault reports from external systems such as industrial control systems, or warning systems to mobile service engineers.

Vital information is distributed fast and reliably. Your people are now more mobile, and more ready for action when needed.

Personal security: safety in hazardous conditions

Field engineers, consultants and emergency personnel are supervised by cyclical calls and can trigger alarms themselves via speed-dial or an emergency-call button. Or, in the event of immobility or disorientation, alarms are triggered automatically. OpenScape Alarm Response's value becomes rapidly apparent for:

- Caregivers working with high-risk patients in psychiatric institutions
- Night watchmen doing their rounds
- Isolated workers, in almost any scenario
- Service engineers working in hazardous areas.



Announcement and monitoring services: getting the message out to many

OpenScape Alarm Response is able to send recorded and live announcements, across a host of media - from mobile devices, through email, broadcasting and radio stations, to PA systems:

- Delivering update reports in the case of industrial accidents
- Providing environmental and traffic information
- Communicating information on movie programs and upcoming events
- Live broadcasts of parliamentary sessions.

Telephone conferences: accelerating decision making and offering qualified help

It's now a simple task to organize instant telephone conferences, and greatly accelerate the communication and decision-making processes between:

- Crisis managers during incidents and emergencies
- Members of the media and news communities
- Multiple team members at different locations - in the office network or onsite.

Conferences can be activated and controlled via the desktop, a mobile handset or a central operator. And, as with all OpenScape conferencing facilities, the experience is simple and intuitive, and conversations are instant.

- Supports users anywhere - on fixed and mobile networks
- Supports both crisis / emergency management and regular conferencing.

Info Telephone: offering telephone incident updates

When you need to inform, and keep up-to-date, a large workforce or the wider public on the status of an incident, Info Telephone offers the simplest of answers. It delivers a single point of incident or emergency information to any audience. The recorded message is simple to add and update with the latest status, while interested parties simply call into the service to stay informed.



Instant, integrated incident management

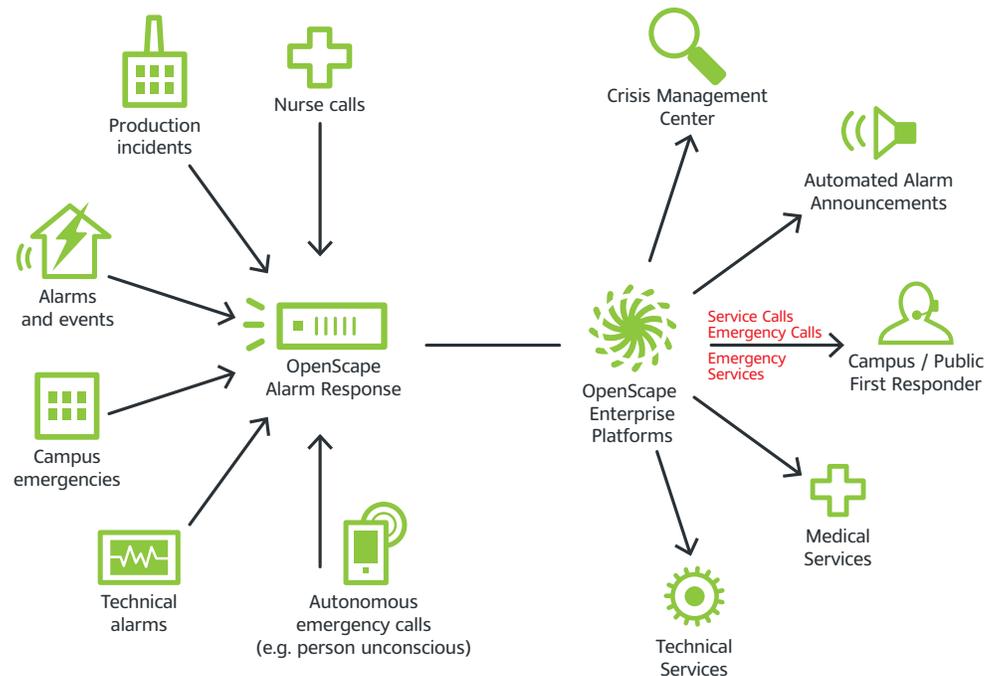
OpenScape Alarm Response is truly integrated. It brings together production control systems, programmable logical controllers (PLCs), temperature sensors, cashier alarms, logistics and emergency response host computers.

And once connected, the power of the OpenScape Enterprise communications platform delivers your alerts and notifications to crisis management centers, field engineers, clinicians and designated first responders. Instantly. Wherever they are.

The value of integration with the OpenScape Enterprise platform is highlighted again when you need to get a call through. You'll avoid busy paths, intrude into trunks and break into ongoing calls. Whatever it takes to reach the call's destination.

If your contact is on the phone, OpenScape Alarm Response's emergency intrusion feature can help get you through. And, unlike most call intrusion systems, it won't create confusion by using a conference calling feature for intrusion service. Instead you get a one to one secure call that keeps the incident locked down.

Just one of the many unique features OpenScape Alarm Response has to offer.



Mobility. Built in, not added on

Taking advantage of its IP and smartphone infrastructure, OpenScape Alarm Response was designed for mobility from the very beginning. Messages and alerts travel across the network to Blackberry, iPhone, Windows Mobile and Android handsets, and to our complete portfolio of cordless and wireless handsets.

And with mobility comes connectivity and safety. Now, isolated workers, field engineers and mobile workers can work safely wherever they're needed.

Security as standard

Whether it's delivering patient information to nursing staff via a Nurse Call service, or protecting remote workers with a Personal Security application, every conversation is totally secure. That's because we've built security in. Advanced voice encryption comes as standard - as does the peace of mind of knowing that every emergency conversation - over wired or wireless, IP or DECT lines - is protected.

Reliability built in

OpenScape Alarm Response is designed with a Mean Time between Failure (MTBF) rating of over 400,000 hours. And reliability can be further enhanced by deploying a redundant system.

Unify also offers a complete range of remote maintenance and help-desk support services to ensure the smooth running of your incidence management operation - from the integration of new trigger devices, through updates in live operation, to direct user support.

Intuitive and simple to use

The PC-based administration provides an intuitive interface that simplifies administrative tasks - which, of course, matters in time sensitive situations.

When initiating a multi-agency conference call or sending a 'man down' signal, wrestling with an unfriendly interface can impact the time it takes to respond to a critical situation. But not with OpenScape Alarm Response.

Fully secure, delightfully simple to use and able to integrate over 700 trigger devices - from production control systems to Nurse Call solutions - it's the complete alarming package.



Incident management begins here

Clinicians at the bedside in seconds. The fire department notified. Security teams put on standby. Staff updated on evacuation procedures. The public warned to stay in doors.

OpenScape Alarm Response systems are already dealing with hundreds of life saving scenarios every day.

But not every alarm must announce a life-threatening emergency. There's a bottom line advantage too.

Deploying OpenScape Alarm Response in manufacturing environments means maintenance engineers can be quickly diverted to line stoppages.

And more than that, proactive alarming offers an opportunity to avert a commercial crisis. By programming systems to alert engineers on potential faults or unusual activity before they become line-stopping incidents, the business stays on track and costly production outages become a thing of the past.

For more on OpenScape Alarm Response please visit www.unify.com

About Unify

Unify—formerly known as Siemens Enterprise Communications—is one of the world’s largest communications software and services firms. Our solutions unify multiple networks, devices and applications into one easy-to-use platform that allows teams to engage in rich and meaningful conversations. The result is a transformation of how the enterprise communicates and collaborates that amplifies collective effort, energizes the business, and dramatically improves business performance. Born out of the engineering DNA of Siemens, Unify builds on this heritage of product reliability, innovation, open standards and security to provide integrated communications solutions for 75% of the Global 500. Unify is a joint venture of The Gores Group and Siemens AG.

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