

Communicating effectively with employees in the aftermath of a natural disaster or other crisis is more essential than ever. After recent tragedies, post-event analyses reveal that employees don't just appreciate good communications from their employers—they expect it.

TeleCommunication Systems, Inc. (TCS) offers emergency communications between employers and employees twenty-four hours a day, seven days a week (24/7). Using a system specifically designed to survive threats to the telecommunications infrastructure, the Continuity of Operations (COOP) Information Hotline™ provides critical two-way communications during disasters or other disruptive events.

There When You Need It Most

TCS' unique COOP Information Hotline was developed by emergency management experts based on "best practice" methods for COOP programming and Business Continuity Planning (BCP). The technology behind the TCS solution is specifically designed to survive all types of disruptive events that could result in widespread damage to the national telecommunications infrastructure.

How It Works

The COOP Informational Hotline is based on state-of-the-art Auto Attendant software and Interactive Voice Recognition (IVR) technology that enables highly customizable and scalable voice mail menus and mailboxes. Users simply listen to the menu choices available and press the number that corresponds to their selection. Menu choices allow users to listen to specific information, leave personal information updates, access optional submenus, and call other emergency numbers with just the touch of a button.

- Press 1** to hear a situation update from the director
- Press 2** for instructions regarding deployment to Alternate Operating Facilities
- Press 3** for instructions for non-COOP personnel
- Press 4** to leave revised contact information



Key Features

With the COOP Information Hotline, you choose the Service Level Agreement (SLA) and provisioning rate that best suits your organizational needs and budget. Some of the key features are:

- **Continuous availability.** Provides informational support 24/7 during periods of normal activity and emergencies, augmenting routine and crisis communications.
- **Toll-free calling.** Uses a highly survivable toll-free line, so there is no cost to employees to place a call directly to senior leadership.
- **Usability.** Handles up to 250 calls per minute, simultaneously.



- **Remote updating.** Allows senior leaders and emergency management personnel to update information at any time, from any location. Information assurance is controlled through system passwords.
- **Standardization/customization.** Allows immediate use with the standard design, as well as modifications to voice mail and auto-attendant menus to meet your specifications.
- **Scalability.** Unlimited voice mailboxes and the menus used to access them, providing control over the size and quantity of information.
- **Two-way communication.** Easy-to-use menus allow employees to select from incoming or outgoing voice mailboxes, allowing users to provide or retrieve information.
- **Integration.** Use the same toll-free line to make calls within TeleContinuity[®] Service and access the COOP Information Hotline.
- **Expandability.** Optional sub-menus allow expansion beyond just employees, enabling similar communication with vendors, suppliers, partners, subcontractors, etc.

Benefits

TCS' COOP Information Hotline helps meet your employer responsibilities. Most emergency preparedness checklists strongly recommend implementation of a toll-free telephone information number for employees. This system meets—and exceeds—all requirements, and provides additional benefits such as:

- **A “virtual rally point.”** This system effectively simulates the same interpersonal communication flow that occurs at evacuation assembly areas following an emergency. Leaders can pass along critical information

directly to employees, and employees can ask questions and/or provide personal information.

- **Improved sense of “well being.”** Studies show that hearing the voice of their leader during emergencies provides a calming effect and reduces anxiety levels among employees.
- **Simplicity.** Users are already familiar with the technology, process, and procedures, therefore requiring little or no training.
- **Readiness.** The COOP Information Hotline facilitates unannounced drills and exercises involving phone trees, accountability, emergency alerts, and other communications critical in an emergency.
- **Documentation.** Voice mail messages are simultaneously converted to e-mail with time/date stamping, simplifying post-event analysis.

Your Established Partner

TCS is a leading provider of software and solutions to government customers requiring high reliability and security. TCS has been providing premier Internet technology and wireless communication solutions to the U.S. government since 1987.

Get Started Now

For more information about the TCS COOP Information Hotline, please call 1.410.263.7616 or e-mail us at ITSolutions@telecomsys.com. To learn more about the complete line of products and services offered by TCS, visit us at www.telecomsys.com.



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