



Solutions for Energy & Utilities

Many factors drive the need for effective crisis management and business continuity plans. Regulatory requirements, industry standards, health and safety rules and corporate governance are just a few examples. Every organization can possess any number of emergency, incident or crisis response plans. As important as it is to build out these plans, just as important is having the appropriate tools in place to effectively communicate to all stakeholders and quickly gain control of a situation.

Energy and utilities companies face significant challenges which can have a big impact on the public, the environment and business operations. Unexpected service interruptions such as outages and blackouts, environmental concerns and heightened security requirements dictate the need for extensive crisis management and communications tools.

ERMS delivers enterprise class notification and emergency management solutions. Provisioned as an on-demand, web-based subscription service, the solution supports all commonly used communications devices, is easy to deploy and will provide immediate benefits to your organization.

ERMS Services

////// Messenger

Mass notification and targeted alerts

////// Crisis Manager

Incident and event management

////// Roll Call

Automated tracking of employees

////// Hotline

Web-based telephone emergency hotline

////// GIS Mapper

Geographically targeted notifications and roll calls

////// HotDocs

Crisis-related document storage

////// Personal Communicator

Friends and family emergency notification



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Secure, reliable hosted service

- Web-based monthly subscription service
- No capital expenditure
- Fully redundant, geographically dispersed
- Simple data synchronization and management

Targeted communications

- Functional, geographic and logical groupings
- Unlimited teams and contact groups
- GIS-enabled communications
- Customizable communication scenario templates
- Message receipt confirmation

Real-time notification tracking and reporting

- Management-level analysis
- Detailed tracking reports
- Audit Logs

-  Phone
-  PDA
-  Email
-  SMS
-  Fax
-  Pager

Crisis Communications & Management

Simplify crisis management - communications between company executives, emergency response teams and outside officials is streamlined allowing easy coordination and interaction between key individuals and teams.

Regulatory Compliance

Enhance your ability to address complex regulatory requirements. Detailed logging and reporting provide a clear audit trail and unambiguous record of action.

Public Relations

Pro-actively provide updates to customers and key media outlets on the status of an incident or emergency via inbound hotlines and through outbound notifications.

Geographically Targeted Public Safety Alerts

Locate and target communities and regions by pinpointing impacted areas on a map, then quickly execute a communication to affected community members. Applications can include any number of alerts such as:

- Service disruptions
- Water contamination alerts
- Environmental alerts

Employee Mobilization

Utilize "first to respond" or quota options to assign resources to meet emergency demand or to allocate and coordinate workers to meet day to day operational challenges.

Inbound Employee & Public Hotlines

Allow employees, media or public stakeholders to access real-time alerts and updates via inbound phone hotlines.

For more information, please
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