

## Emergency Response System

### OVERVIEW

Use your existing Cisco Communications Manager IP Telephony platform as a one-touch panic system. SA-ERS integrates with Communications Manager to allow traditional under-the-desk buttons to initiate a silent alarm and stream audio and text to designated destination phones, providing the security teams with real-time information.

### FEATURES & BENEFITS

- » Call a number, press one button on your phone, or press an under-desk button to trigger a set of user definable actions that would inform the security team of the existing problem.
- » You may call several security teams at once. The desk phone will not exhibit any signals which may alert the intruder of the alarm.
- » E-mails and text messages can be sent at the same time. A template system is provided which includes critical information in the message, such as:
  - » calling number
  - » user name
  - » company
  - » location of the phone
  - » medical info of the user
- » The security teams can choose on their Cisco 7940/41, 7960/61 and 7970/71 IP phones from several user-definable options which include:
  - » calling a number
  - » hang up and calling back
  - » send e-mails and text messages
- » A TAPI interface allows SA-ERS to monitor under desk buttons, reflected as analog phone lines into Cisco Communications Manager.
- » Web interface built upon Microsoft .NET allows the user to manage security groups, add/remove security phones for each group add/remove actions for each group and select standard security responses.
- » Windows installer, with automated Communications Manager configuration.
- » Web management console.
- » SQL Server or MSDE databases.
- » Built-in support features, enabling us to quickly detect and correct problems if they appear.

### Application Server Requirements:

- » Microsoft.NET 1.1
- » Windows 2000 or 2003 Server
- » Syn-Apps Core Components
- » Microsoft IIS
- » 1G of system memory
- » 2.0 ghz or greater Pentium 4 class Processor

### CCM Support:

- » 3.X
- » 4.X
- » 5.X
- » 6.X

### Cisco Phone Compatibility:

- » 7905/06
- » 7911/12
- » 7920/21
- » 7930/31/35
- » 7940/41/42/45
- » 7960/61/62/65
- » 7970/71/75
- » IP Communicator

## TYPICAL USES

SA-ERS provides organizations with a budget effective way to accomplish their security needs, by reusing existing infrastructure. There are no other available options on the market when it comes to integrating voice and text messages to provide a comprehensive and effective security solution. SA-ERS has proven itself highly effective in the following verticals:

- » Financial
- » Government
- » Healthcare
- » Legal
- » Higher Education

SA-ERS has had the most success in implementations with a public facing workforce. With the wide range of features within SA-ERS users are able to improve overall network-wide security and emergency responsiveness. Used in tandem with our other applications Syn-Apps can provide a companywide emergency notification and response solution that is easily customizable to address diverse end-user requirements.

## About Syn-Apps

Developing IP Communication applications since 1999 and deploying more than four million endpoints, Syn-Apps is singularly focused on delivering complete enterprise notification solutions. To further our customers' successes, we leverage industry alliances with leaders such as Cisco Systems, Microsoft, AT&T, and Qwest, as well as our network of 500+ channel partners / resellers.

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