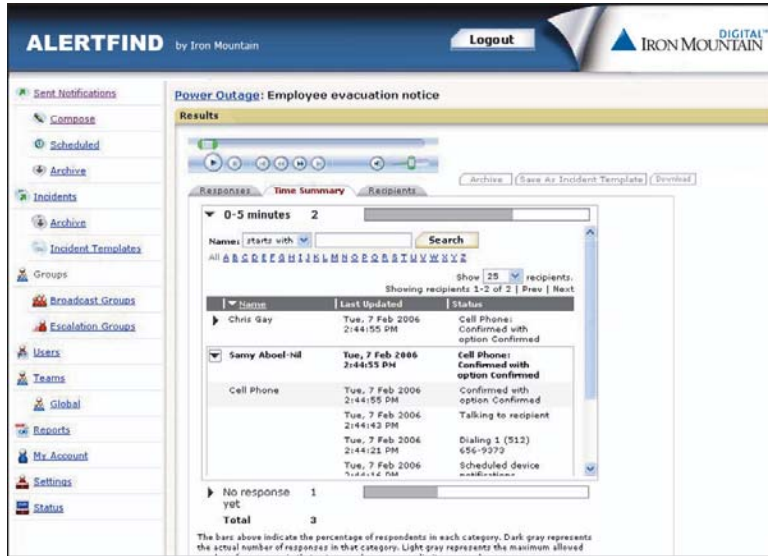


AlertFind

Emergency Notification & Escalation System



GUARANTEED CRISIS COMMUNICATIONS

During a crisis or disaster, normal lines of communication may fail when you need them most. That's why leading companies depend on Iron Mountain's AlertFind service for a direct 2-way communication channel to large numbers of employees, customers, and constituents during emergencies and disasters.

Unlike manual call-trees, AlertFind provides senior leadership with the ability to communicate, direct, and manage in real-time during a crisis. AlertFind provides the most effective method to quickly, securely, and reliably distribute and collect information in real-time using all available modes of communication. By leveraging email, voice calls, text messages, pagers, BlackBerry® devices, and other communication channels, AlertFind provides an automated method to find people, deliver messages, and gather information in real-time.

ALERTFIND: MEETING THE NEEDS OF LARGE ENTERPRISES

Iron Mountain's AlertFind service is one of the most powerful crisis management and communication tools available for the enterprise today. It was designed from the ground up to meet the unique needs of large enterprises for multi-team support, security, data integration, mass notification to large numbers of users, and full compliance auditing.

AlertFind is the only emergency notification service to include enterprise-level data security, privacy and customization to support the widest range of emergency notification scenarios.

WHY CHOOSE ALERTFIND?

AlertFind is the most complete and dependable emergency notification system available:

EFFECTIVE

AlertFind delivers automated interactive voice and text notifications to the widest variety of devices in accordance with your contact and escalation rules.

DEPENDABLE

AlertFind has dedicated voice ports to ensure rapid communications during large-scale crises.

SECURE

AlertFind is hosted in top-tier disaster recovery datacenters worldwide.

UP-TO-DATE

AlertFind provides automated data synchronization with email, HR systems, corporate directories, and disaster recovery planning systems to ensure contact information is always accurate.

ONLY ALERTFIND MEETS THE FOLLOWING ESSENTIAL NOTIFICATION REQUIREMENTS:

- **Best-of-Class Data Synchronization & Management** – Emergency notification systems are only effective if the contact information they contain is accurate and up-to-date. AlertFind automatically synchronizes with email systems, directory services, HR systems, and DR planning systems to ensure accurate and complete lists of users, contacts, and groups.
- **Automated Message Delivery & Escalation** – Reach as many as 100,000 or more users anywhere and at anytime via voice or text-enabled devices. Give your employees maximum flexibility by allowing them to be contacted on over a dozen different devices ranging from home phones, cell phones, pagers, wireless devices, SMS, personal email accounts, and more. Easily specify device-to-device escalation rules as well as user-to-user escalations.
- **Enterprise Data Security & Access Control** – Designed to meet the most stringent requirements of large enterprises for data privacy and access control, AlertFind allows delegation of permissions to control who initiates notifications and whom they can contact. AlertFind access control allows policy to be set around viewing of personal contact information. This security model enables organizations to create teams of users around business units, departments, crisis response teams, geographies, and roles and to control which data and functionality each user can access.
- **Real-Time Auditing & Reporting** – AlertFind features a real-time audit trail with a detailed transactional log, reporting on pending and sent notifications. Important for enterprise records and compliance obligations, the AlertFind reports offer simple summaries, as well as detailed descriptions of the notification process on a user, by user or device-by-device basis.
- **Full Global Support** – AlertFind is the only emergency notification service hosted in top-tier disaster recovery datacenters worldwide, to ensure organizations receive the highest level of reliability.
- **Web Services API** – With the AlertFind, Iron Mountain has opened up its API (application programming interface) so that enterprise customers have the ability to directly integrate AlertFind with other enterprise systems such as DR planning tools, systems management applications and other custom business applications.

ALERTFIND

The most powerful enterprise notification escalation tool available:

Automate call-trees

- Contact thousands of individuals simultaneously
- Gather real-time status of deliveries and acknowledgements
- Predefine common scenarios
- Complete web-based administration

Seamless integration with enterprise systems of record:

- E-mail systems
- HR systems
- DR planning software
- Web-based “self-administration” capabilities for employees

Flexible outbound & inbound reach capabilities

- Attempt multiple devices per employee including pagers, cell phones, home phones, SMS, email, BlackBerries®, etc.
- Specify escalation orders based on time of day or day of week
- Specify escalation orders from user to user
- Intelligent inbound Interactive Voice Response (IVR) capability recognizes users and delivers personalized notifications when users call into the system

Flexible, secure acknowledgement methods

- Unlimited two-way polling
- Secure PIN message delivery
- Acknowledgement via voice, http, or email
- Automatic conference call bridging
- Easily conduct virtual “roll call”

Sophisticated, real-time status reports

- View aggregate response rates
- View results by user or device
- Downloadable audit reports

THE IMPORTANCE OF AUTOMATED DATA MANAGEMENT

A notification system is only as good as the contact data it contains. If emergency contact data is inaccurate or out-of-date, important messages may not be delivered. Iron Mountain’s AlertFind service is designed to integrate directly with a wide variety of directory, HR, and administrative systems to ensure that contact information is always synchronized, accurate, and up-to-date. AlertFind can even poll users directly to prompt them to update their contact information on a timely basis.

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