



The Notification Solution of Choice for Commercial Properties

Commercial, Retail and Industrial Property Management
Messaging Solutions





Better Communication Increases Tenant Retention

Protect. Inform. Engage: OnSolve® One Call Now® Makes Communication Simple Yet Effective:

- Make unlimited calls and send text and emails instantly to all your tenants at once
- Reach every tenant by dialing every phone in minutes, guaranteed
- Delivers voice messages to phones, email to PCs and text messages to cell phones — quickly and reliably

Good communication entails more than posting a notice in the lobby or sliding a flyer under the door. It means ensuring everyone gets the same message — delivered quickly and reliably — in the recipients' preferred method and language.

Whether the message is urgent or routine, One Call Now makes the creation and delivery simple.

How it Works

1. Call and record a message. Our friendly prompts help you choose your recipients and delivery time.
2. Or, log in online, record your message, or type it and an automated voice speaks it for you (in up to 7 different languages).
3. Your message is delivered according your recipient's preferences (phone, text or email).

Why Property Managers Love Us

One Call Now is the choice for automated tenant communication in three broad areas:

- operational notices
- emergency alerts
- payment reminders

Each area is important to the property's overall effectiveness and functionality.

Emergency Communications Save Lives

Safety and security are crucial drivers of tenant satisfaction and retention. What are your evacuation plans? How do you communicate an Amber or Silver alert? What about an approaching hurricane or tornado?

These are serious situations for any property manager. Even though emergency communications are rare, it is important to be prepared for the worst.

One Call Now excels in emergency situations. With triple redundant servers and a guaranteed uptime of 100 percent, there is no solution with more security and reliability on the market today. Our service has saved lives and property through solid communications delivered in a timely manner.

Communications Ease Operations

Your tenants expect to be informed when there are changes that affect the property. Little issues can quickly turn into big complaints in a matter of hours, overwhelming your staff and impacting operations. Using One Call Now, it's easy to proactively communicate with tenants quickly in the method of their choice: voice, text, or email.

Instead of having the office manager answer 20 phone calls asking about the strange noise coming from the roof, he or she can focus on filling vacancies and increasing ROI.

Example Operations Messages:

"We are planning to repave Lot B in the next week. You will need to use Lot A instead of Lot B until July 31 when the paving will be complete"

"Alarm testing will be conducted at 10 a.m. today due to the holiday"

"The south gate is currently not working. The gate will be left up until we can have it repaired later this afternoon. We will let you know when the situation has been corrected."

"Counterfeit money was just passed at the Pottery Emporium. Please keep your eyes out for a blond male wearing a dark green windbreaker. If you see this person..."

"Due to last night's snow storm, the center will be closed until noon today."

Operational and routine calls are delivered according to the recipient's preference for phone, text or email. Same message, different delivery methods, more satisfied tenants.

Automated Reminder Calls Ease Awkwardness, Deliver Bottom-Line Results

With One Call Now, it's easy to set up automated payment reminder calls and:

- Keep your staff out of the time-consuming collection business
- Keep your hard earned money out of the pocket of third-party collection companies
- Reduce past-due balances with gentle, automated reminders a few days before rent is due

Our system even allows the call recipient to press a key and be transferred to your office staff to make a payment.

One Call Now Delivers What Most Notification Providers Cannot

One Call Now delivers a wide range of features that most of our competitors don't come close to matching:

- Plans include unlimited calls, texts, push notifications and emails for one annual price with no per-call or long-distance charges
- No website, hardware, or additional phone lines necessary
- Record a message in voice, or type it and have one of our automated voices broadcast it for you
- Group polling allows feedback from your recipients—they just press a number on their keypad to respond to questions
- Our system can read the contact data from most databases and programs. This makes it easy to maintain and update your call list. Tenants can even update their own info or opt-out altogether.
- Free mobile apps for the ultimate in convenience



FAQ's

Q: When I am going to send a call, how will I know what the charges for that call will be?

A: With One Call Now, pay one price, up-front, for unlimited calls to your contact list. There are no additional charges, no per call charges, no long distance charges. Send text messages along with the voice calls... they are included!

Q: Do I use the phone or the website to send a voice call?

A: You can use either! In some emergencies you may not have Internet service, but you can still make calls via your cell phone or landline.

Q: Are the calls voice recordings or automated voices?

A: Again, your choice! You can record your own voice, or type the message and have it spoken by an automated voice. We can even translate your typed, English message and have it delivered in Spanish!

Q: How long does it take to install and implement?

A: There is no hardware or phone line installation; everything is web-based. A few minutes of training is all that's needed to begin. Make calls the same day you enroll!

Q: Is our contact list kept confidential?

A: Absolutely! We NEVER sell or share your contact list.

Q: How do I update our list of tenant contacts?

A: You can update your list by logging in to our website and making the changes, or we can integrate with your database to send us your contact/tenant list. You can edit, add or delete contacts anytime!

Q: Can I have more than one phone number for a contact?

A: Yes. You can have up to 6 phone numbers per Contact.

Q: What if the recipient doesn't answer or there is a busy signal?

A: Our system keeps trying the phone number until a live person or an answering machine is reached. You get a complete report for each call that details the results, who was reached and at what time. These reports can become useful documentation that a message was sent and received.

Q: Can I schedule a call?

A: Yes, you can pre-record a call and schedule it to go out during whatever hours you choose. You can record these calls in an audio library and use them repeatedly whenever you need to.

Q: What if a message only pertains to a certain portion of the tenants? The ones in a specific building or stack for example?

A: Within your contact list, you can set up Subgroups of contacts so you can send messages just to that group. Other properties have set up groups by street, building, parking garage, tenant type, for example. By setting up groups, you avoid sending messages that are irrelevant to part of your contact list.

Q: Can I use One Call Now to survey or poll tenants?

A: Yes, you can. Your residents can respond either by using the touch-tone keypad on their phone or by a reply text message.

Examples:

- Tenants are required to evacuate. “Please press one if you need help with evacuation.”
- “Please press one if you plan to attend the meeting tonight.”
- “Please press one if you would like to set an appointment with the telecommunications company while they are on site. Press 2 if you would like one of their reps to call you to set up an appointment for a different day.”
- “You have a package in the office. Please press one if you will pick it up. Please press two if you would like it delivered to your unit.”

Who Uses One Call Now?

One Call Now serves over 35,000 clients nationwide. A wide variety of organizations rely on us for all of their notification needs, including:

- Businesses
- Military Support Groups
- Government Agencies
- Colleges and Universities
- Emergency Communications Organizations
- Schools and School Districts
- Community Organizations
- Sports Teams, Coaches & Leagues
- Churches and Synagogues



Learn How OnSolve One Call Now Can Help Your Commercial Property

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About OnSolve

OnSolve delivers critical event management solutions designed to help enterprises, organizations and agencies of all sizes create the most successful outcomes when critical events occur. The OnSolve Platform for Critical Event Management™ combines leading risk intelligence, critical communications and incident management into one SaaS-based global portfolio. Our AI-powered platform is purpose-built to deliver fast, relevant and actionable intelligence, enable vital communications and allow response teams to react calmly and confidently.

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