



The Path Forward

OnSolve® is used by thousands of businesses to alert employees to both critical and non-critical events. As an OnSolve MIR3® user, you know its power, flexibility and value to your business. You use it to send out emergency alerts, maintain contact with your team during a business disruption, and even just remind your employees about the company picnic.

The Good News: We've Made It Even Better for You

The latest OnSolve product has been rebuilt with exciting enhancements and features. It's the system you know and love, enhanced with a portfolio of new functionality and set atop a reworked, far more robust system architecture. We've made it easier to use, easier to navigate, easier to communicate and easier to analyze and report on alert effectiveness.

Take a look at OnSolve today.

New and Enhanced Features

A Reimagined User Experience

Focus on your message, not your notification system. Already simple to use, OnSolve has been redesigned to make it even easier. Our goal was to reduce the cognitive load (that is, the amount of thinking) it takes to navigate and select functions.

Localized Languages

Easily set the UI to use the product in your preferred language. OnSolve is now available in 29 different languages, including Semitic languages (those that read right to left).

A Redesigned Dashboard

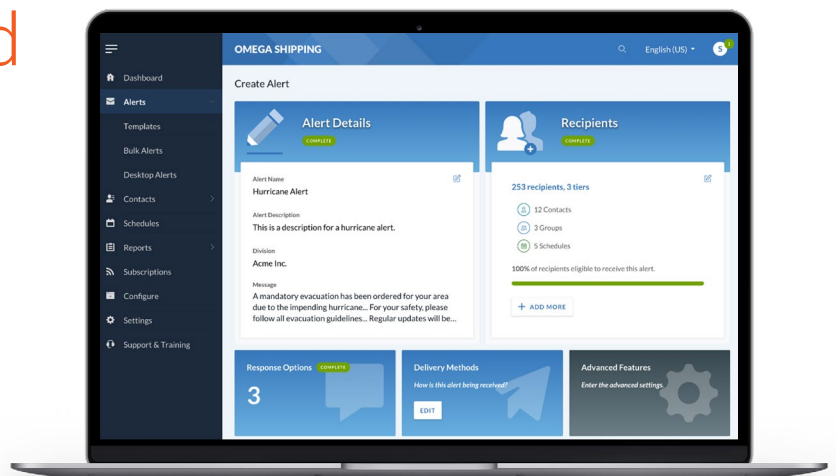
Use a simpler, clearer dashboard for a broad overview of alert activity. You'll see a heat map for contact location, alert performance, recently added contacts and a graphical presentation of recent alerts sent out.

Send Alert Functionality

Sending an alert with OnSolve is easier than ever. The new format separates alert details so users can focus on one piece at a time. And it allows you to create alerts in an order that makes sense to you, keeping an always visible preview available to ensure content is correct.

Ad Hoc Reporting

Get immediate statistics about the alerts you send to analyze alert delivery and responses and include additional, useful data from contacts and groups. Ad hoc reporting lets you create queries using your own customized data points without a lot of excess navigation.



Alert Resend/Analytics

Increase response rates with the ability to resend alerts quickly and easily to non-responders or portions of a recipient list. OnSolve also provides clear statistics during an event and specific details for after-action reviews on specific delivery stats by person and device.

Global Weather

Allow admins to identify weather events potentially impactful to their business continuity needs or employee safety. Once an event is detected, admins can either send an alert to a small group of individuals tasked with making the decision on whether to send out the information to a larger population or use pre-defined rules to automatically send an alert when an event occurs. This keeps admins informed of situations they care about in their specific area and lets the automated rules trigger alerts without manual intervention.

Self-Registration

Authorize people to use a customized, branded self-registration portal. This allows them to register for an account or to make changes to their contact information on their own.

New Mobile Features



Geofence

Use real-time location from mobile devices to alert people who are entering a defined area during a particular time.

Lockbox Secure File Transfer

Maintain version control and ensure file transfers are secure. OnSolve offers a cloud-based lockbox within the mobile app where documents can be securely sent to recipients in a mobile alert.

OnSolve Benefits

At-a-Glance

- Updated UX design to reduce cognitive load and enable quick decisions
- Advanced reporting options that allow custom reports to be built
- Custom branding of alerts for greater engagement
- Localization options within the UI
- Enhanced mobile features with secure file sharing and geofence capabilities
- Alert variables to decrease the amount of time it takes to create an alert
- Automated weather and civil emergency event alerts users can subscribe to

Upgrade with Your OnSolve Journey Team

Throughout your upgrade, you'll have the full and dedicated support of one of our customer journey specialists. There are four core phases to the process, and our team is here to help you with every detail at every step.



Familiarize

Take advantage of our beta program, covering the full scope of OnSolve and the processes involved with the upgrade. This includes training users, introducing new workflows and demonstrating new features and functionalities.



Prepare

We'll work with you to develop the questions you should be asking to ensure that you're fully prepared. Those questions range from practical (have your users been fully trained?), to procedural (have you updated your processes and documents?), to technical (do you want to move to RESTful APIs?) and many more.



Engage

We're with you every step of the way during your upgrade. Turn to us to facilitate training, help you adapt OnSolve to your specific business circumstances and go over everything carefully to ensure you're ready to go live with OnSolve.



Go Live

Finally, after you're comfortable, trained, prepared and everything is reviewed, you can make the decision to go live. It's simple. Just select your go-live date, send the new OnSolve access URL to your users, and they'll use it to reach the new platform.

MIR3 has been redesigned and architected with a single focus in mind: to make using it easier and simpler than ever before. With its highly intuitive user interface, tasks are simplified, compartmentalized and organized to reduce the amount of attention you must spend on navigating the app.

We're ready to show you how today's OnSolve can simplify and strengthen your communications with employees. Reach out to our journey team to learn more about upgrading to the new OnSolve today.

