OnSolve Critical Communications

A Key Capability of the OnSolve Platform for Critical Event Management

ONSOLVE™

Critical Communications Backed by Unmatched Industry Experience

Organizations today face an unprecedented number of man-made events and natural disasters. Each of these events poses a significant risk to people, places and property. When they occur, people look to organizations and government agencies for immediate information on how to prepare or respond.

At OnSolve, we are purpose-built for circumstances like these.

With billions of alerts sent annually and over 60 combined years of proven support to both the public and private sectors, OnSolve delivers critical event management capabilities backed by unmatched industry expertise. Our customers can count on the ability to proactively inform people, instill confidence, foster teamwork, mitigate disruptions, improve operational outcomes, and protect people, places and property.

The OnSolve Platform for Critical Event Management delivers unparalleled coverage of critical events worldwide and sets the standard in risk intelligence, critical communications and incident management. Critical communications is just one element, but it's an important one.

As pioneers of the mass notification industry, OnSolve is the leading provider of on-demand alerting for critical communications. Organizations of all sizes, educational institutions and government agencies rely on our intuitive, web-based products for fast, effective, two-way communication when it's needed most.

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Communications: Not Just for Emergencies...

Problem

When any unanticipated event occurs, you need to be able to communicate quickly and accurately with relevant information to the people who need it. Whether for urgent situations that can jeopardize people, places or property or for routine operations, communication is key.

Solution

Smart leaders are discovering that fast, relevant and easy to use communication serves as a powerful enhancement to daily operations and productivity — and not just for emergencies.

With our award-winning communications system, you can quickly notify your contacts using an array of modalities, while providing feedback and reporting for response and follow-up.

Result

Your organization can quickly respond to and recover from critical events more accurately and effectively, while keeping your people safe.

Did You Know?

Actionable intelligence strengthens communication. By combining critical communications with risk intelligence and incident management, the **OnSolve Platform for Critical Event Management** provides an end-to-end suite that helps organizations of any size or in any industry manage events and maintain organizational resiliency.

With OnSolve Critical Communications You Can:

Launch Critical Communications in Seconds
Send instant alerts via web, email or phone, execute scenarios or create new messages and recipients' groups.

Utilize Geo-Enabled Alerts
Send location-based alerts while maintaining privacy by turning off location tracking.

Send Secure Files
Maintain version control and secure document transfers on the fly via the mobile app.

Provide Mobile Security
Report incidents with LookOut and improve employee safety during travel via SOS, just two features of our mobile security suite of features.

Manage Your Data
Simplify data management with a customized web portal that lets existing contacts verify, augment and/or modify data, while allowing new contacts to opt in.

Utilize Advanced Ad Hoc Reporting
Get immediate statistics on your alerts to analyze delivery and responses or include useful data from contacts/groups.

Display UI in Native Languages
Display the interface in the user's preferred language and dialect.

Automate On-Call Scheduling
Identify gaps in your schedule and fill coverage by reaching on-call staff quickly.

Initiate Hosted Conferences
Allow recipients to join a conference call via one-touch connection from any global location using a platform built and managed by OnSolve.

Deliver Desktop or Laptop Alerts
Alert your people on their desktops or laptops with interruptive alert windows that quickly inform.

Automate Weather and Event Alerts
Alert and protect people, places and property during severe weather and civil emergencies via real-time, precisely targeted notification.

Communicate When
Every Minute Counts™

Business Continuity and Disaster Recovery

When events like power outages or natural disasters interrupt operations, you need to communicate with your people. When every minute counts, OnSolve can deliver a message to thousands of recipients at once, alerting the people who keep your operations running and giving them a way to respond with critical information during a crisis.

Emergency Notification

When disaster strikes, you need to make people aware so they can take immediate action. Manual systems are prone to fail, distract staff, tie up phone lines and delay rescue efforts. Notification lets you send alerts to thousands at once, via a variety of communication modes, reducing response times and saving lives and property.

Business Operations

When events happen that may impact operations, supply chains or distribution, use OnSolve to notify distributors, vendors and partners. It's ideal for managing projects, alerting teams of scheduling changes, sharing HR announcements, and broadcasting organization-wide alerts. It streamlines processes while increasing efficiency.

Corporate Communications

Establishing effective and consistent corporate communications is increasingly difficult. OnSolve simplifies corporate communications by ensuring employees receive important information immediately, wherever they are and on whatever device they use.

IT Alerting and Response

When an event occurs, OnSolve sends automated alerts to the appropriate staff, noting whether they're on duty, on call or out of office and letting recipients fix problems before those problems cause downtime or delays.

Employee Safety and Personnel Accountability

Whether a natural disaster or man-made event, emergency situations can be unpredictable. During these situations, the personal safety of employees is the single biggest priority. OnSolve ensures efficient, reliable communication with a dispersed workforce during a crisis. Employees can take necessary action to safeguard themselves, while detailed reporting reassures you of their safety.

The OnSolve Platform for
Critical Event Management

A comprehensive solution for enhanced organizational resiliency

Today's world is increasingly dispersed and complex, with millions of people more mobile and therefore more vulnerable. In this progressively global landscape, your organization needs better capabilities to proactively manage critical events — and protect your people, places and property.

The OnSolve Platform for Critical Event Management (CEM) sheds the limitations of traditional solutions. Users no longer need to grapple with time-consuming human analysis, slow legacy systems, insufficient intelligence or irrelevant information going to the wrong people who lack the tools or knowledge to act. AI-powered technology and a modern integration engine enable the pillars of our platform: speed, relevance and usability.

For you, that means having the information that matters quickly. It means irrelevant data filtered out automatically so you can make informed decisions and guide effective action. And it means easy access to response and business continuity plans on any device with a user-friendly interface. More time to react and more confidence in your execution — this is how OnSolve keeps our customers safe, informed, assured and productive when it matters most.

Speed

The OnSolve Platform for CEM identifies adverse events with pinpoint accuracy and calculates the risks 90 percent faster than traditional one-dimensional monitoring. Powered by AI, the platform scans myriad global data sources continuously, tracking more than 50 classes of events and identifying up to 300,000 critical events each day. Once an event is detected, OnSolve can rapidly notify people all over the world at once while activating incident response teams.

Relevance

With the OnSolve Platform for CEM, you can geo-target messages to a specific location and customized group of contacts or an entire contact list. Alerts and messages are sent in formats that match the parameters of recipients' preferred devices and delivered in their native languages, allowing you to remain confident you're providing the most relevant information in the right context.

Usability

Our product provides the most intuitive user interface with simplified processes for building alert triggers with predefined criteria, as well as the alert creation and dissemination process, in the industry. Its clean, user-friendly design reduces cognitive load by creating a clear, natural hierarchy proven to decrease the time to learn the system, even under the most strenuous conditions.

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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