



In crisis situations, every second counts. With eAlarm emergency you alert professionally and reliably - at any time and from anywhere.

eAlarm emergency

When things are hectic, mistakes are often made, costing companies time and money unnecessarily. eAlarm emergency provides an efficient alarm service and actively helps with crisis management, giving you more time to make the necessary decisions and deal with the crisis more quickly.

What is eAlarm emergency?

eAlarm emergency is a professional managed alarm service for emergency and crisis situations. eAlarm emergency actively helps you manage a wide range of different crisis situations: from accidents and natural disasters to IT breakdowns, etc. Wherever you are, at the push of a button, you can alert your staff in order of priority, depending on the situation, via various communication channels, and thereby manage crises and emergencies in a targeted way. By defining possible scenarios, you are ideally prepared. eAlarm emergency offers 24/7 operation and monitoring in Switzerland.

Your benefit with eAlarm emergency

- Share information quickly and in a targeted way, and benefit from high availability and short response and intervention times.
- Ensure business continuity. Thanks to prepared alarm scenarios, you can react to a specific event quickly and take the necessary steps at the touch of a button.
- Your data is protected and available 24/7 in state-of-the-art redundant data centres in Switzerland.
- Just pay for what you use. Swisscom always keeps up with the latest technological standards.

More efficient processes, quicker response times, flexible applications and minimal risk because the solution is independent of your own infrastructure.

The solution at a glance



swisscom



Facts & Figures

	Alerting and mobilisation of internal and external stakeholder groups for emergency, crisis, risk and business continuity management.
Key data	Data storage in Switzerland in accordance with all data protection guidelines for C4 data (critical), including regular backups.
	Service level availability of 99.5%; 7x24h operation and monitoring from Switzerland.
	Trigger options: Browser; remote trigger via phone call, SMS, weblink or SOAP interface.
Features	Multi-channel capability: mobile phone (SMS, SMS Prio, Voice, Voice Prio Mobile), fixed-network phone (VoIP), pager, e-mail, fax, eAlarm app and radio call.
	Prepared emergency and crisis scenarios can be stored in advance. In an emergency, these alarms can be triggered at the touch of a button.
	Teleconferences for efficient communication during a crisis.
	Prioritised SMS and phone alarms via the Swisscom network in order to increase speed and the chances of successful alarm transmission.
	Feedback/acknowledgement of various technical transmission/receipt confirmations (e.g. SMS delivery notification); acknowledgement possible via SMS, DTMF, e-mail and eAlarm app.
	Parallel or serial alerting; automatic escalation to additional alarm groups and/or methods.
	Standard interfaces for alarm triggering and/or data management for integration with third-party systems (SOAP, SFTP, REST, etc.).
	Logging of alarm-relevant data after alarm is complete (PDF file); communication of interim and final logs via SMS, e-mail and fax; cost summary per alarm.
	Data management online, different user levels with access restrictions. Alternative: regular automatic data synchronisation with third-party systems via an SFTP or SOAP interface.
	System performance and capacity usage of communication channels for alarms are constantly monitored and extended accordingly if required.
	eAlarmScope: permanent E2E monitoring of alarm chain; visual/audio notification of faults
Options	eAlarmDirect: persons are alerted immediately and automatically as soon as one of your alarm systems (e.g. fire alarm from the TUS alarm transmission device) triggers an alert
	eAlarmAccess: dedicated, exclusive LAN-I connection for alarms.
	eAlarmApp: secure, fast and efficient smartphone alarms via a dedicated app (incl. encrypted E2E communication, sending of attachments and coordinates, fallback SMS etc.).
	eAlarmNot: platform-independent fallback solution in case the regular alarm chain is interrupted (based on Swisscom Conferencing Services).
	eAlarmStarter: responsive frontend for simple triggering of alarms and conferences.
	Advice; creation of alarm concept; project planning; problem analysis.
Services	Project management; activation of a demo account; installation; configuration; deadline and implementation monitoring.
	Training, including integrated administrator training; online help.
	24/7 prioritised technical support via portal (Extranet), fax and/or phone call.