



Protect your employees and prepare for emergencies. Plan for potential crises in order to maintain business assets and support business continuity.

eAlarm crisis offers a lightning-fast and targeted alarm system in time-critical emergencies and crisis situations.

Since extraordinary scenarios do not occur every day, errors are frequently made in the hectic rush of a crisis, with unintended effects. Prepare as effectively as possible and plan which groups should be informed in which way. This allows risks to be assessed quickly and decisions taken in good time. eAlarm crisis alerts employees, crisis units, company management, emergency personnel, intervention specialists and suppliers

at the press of a button when handling different crises and emergency situations, such as industrial accidents, understaffing, environmental catastrophes, evacuations, power cuts, cyber attacks and IT outages.

Our Swiss service features extremely high availability thanks to geo-redundant environments and enables simple and efficient alarms. This leaves more time for what's important and you can return to normal operations sooner.

Your benefits with eAlarm crisis from Swisscom

Simple procedures for time-critical situations

Continuous further development with the latest technologies and the highest level of security



Multiple alarm channels

Mobile app, SMS, email, telephone conference, priority SMS for up to several thousand alarm participants per alarm



Independent infrastructure

24/7 operation with extremely high availability thanks to geo-redundant environments



Data storage in Switzerland

Data storage in the AWS Public Cloud for the Swiss region in compliance with all data protection rules for C4 data (critical)



Customer service and application operation in Switzerland

Local and in-person expert support



How eAlarm crisis works



Application operation and support based in Switzerland



Intuitive processes and continuous further development thanks to many years of alarm expertise



Secure alarm thanks to independent infrastructure and network-related core business of Swisscom



Data storage in Switzerland, with the innovative partner AWS Region in Switzerland



Facts & Figures

Individual and mass alarms for internal or external personnel in emergencies and crises as well as in business continuity management

Basic services

- Trigger paths: Browser and remote triggering
- Multi-channel alarm capacity: app, SMS, priority SMS, voice and email
- Mobile app: secure, fast and efficient alarms on smartphones using a dedicated app for iOS/Android
- Up to six individual acknowledgement options per alarm in order to obtain informative responses
- Potential emergencies and crisis situations can be saved in advance and triggered at the press of a button in the event of occurrence
- Extreme flexibility thanks to features such as tags and the dynamic action box, enabling responses specific to the situation at all times
- Cockpit of current alarms in order to monitor alarm progress and trigger any necessary follow-up actions
- Telephone conferences for efficient communication during a crisis
- Automated escalation plans
- Remote triggering via SMS, call, email, webhook and web services (REST API)
- Simple and proven integration option thanks to partnerships with third-party systems
- Seamless documentation for auditing in order to demonstrate measures of business continuity

Benefit from our experience in alarm services and from our tried-and-tested partnerships

Optional services

Geofencing

Dynamic real-time alarm based on the current whereabouts of the alarm recipients with the mobile app

Watchdog

Functional extension as a building control or security management system in order to trigger a predefined alarm in the event of an interrupted connection

REST API

Together with the watchdog function, this enables bidirectional data exchange with a management system, allowing alarms to be triggered, monitored and controlled

SFTP server

Automatic data import via SFTP interface

Seamless integration options

Additional service

eAlarmDirect

Immediate and automatic alarm of responsible personnel as soon as one of your alarm systems (e.g. fire detection or break-in detection system from the TUS alarm transmission system) triggers an alarm
