



A Comprehensive On-site Solution for  
Critical Notification

Proposal

Prepared for

**ADA Advisory Board Southwest  
Florida**

This proposal is valid for 90 days from December 14, 2005

*For  
Complete  
Management  
of Critical  
Communications  
via the  
Internet*



**David R. Manley – Account Manager**  
Dialogic Communications Corporation  
730 Cool Springs Blvd., Suite 300  
Franklin, TN 37067  
800.723.3207 • [dccusa.com](http://dccusa.com)



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## Introduction

ADA Advisory Board Southwest Florida is considering an Emergency Notification System (ENS) to enhance the processes of contacting numbers of people quickly and staffing of key personnel. To accomplish this objective, Dialogic Communications Corporation (DCC) proposes the acquisition of its cornerstone product, Communicator! NXT.

DCC is the leading provider of emergency notification technology in the healthcare sector. The company's on-premise and hosted solutions have become the standard for business continuity communications. Its impressive client base, including hundreds of publicly traded and privately held organizations worldwide, demonstrates DCC's long-standing commitment to innovation and customer service. DCC was established in 1982 and is located in Franklin, Tennessee (a suburb of Nashville).

## Concept

DCC's Communicator! NXT contacts personnel on all communication devices (e.g., phone, pager, email, fax, etc.) delivering incident-specific information or instruction, confirming message receipt and documenting notification results in comprehensive reports. Common uses are:

- Staffing of Key Personnel
- Evacuations
- Phone tree replacement
- Critical communications to management
- Inbound bulletin board (for making information available to callers)
- Contact information management

Communicator! NXT provides comprehensive capabilities that can be used for all Staffing and Business Continuity (BC) phases to include nurse staffing, IT outage notifications, weather alerts and recovery processes ultimately keeping staff and other invested parties apprised of upcoming and existing events and situations at-hand.

In the planning phase, Communicator! NXT can be used to gather and sort data to expedite plan creation. These plans are automated by developing scenarios to document the members to be contacted, the instructions or information to be delivered, the devices on which it will be delivered and the reports to be generated for each type of event. And because multiple scenarios can run at the same time, scenarios can be built for any audience or phase within a Business Continuity Plan.

In the notification phase, Communicator! NXT is used to automatically deliver the information to everyone involved on their existing communication devices. If a call recipient is not available on the first device (such as a phone), the system will send the notification to additional devices and confirm the information is received. Messages can be modified "on-the-fly" prior to activation allowing event-specific information to be added



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for more control of the notification process. Call recipients can be linked to a conference bridge to allow for group communications and aid business continuity decision processes. If a decision involves activating another scenario, it can be accomplished quickly by an authorized user via the Internet or by phone.

During the recovery phase, Communicator! NXT is used to provide the most current status on the event and to verify the well-being of staff members. Whether ensuring personal safety or assigning alternate office locations, all steps to recovery can be accomplished via call-out notifications. During this phase it is important to reassure employees, capture information and provide essential facts and instructions. This can be accomplished using the Inbound Bulletin Board as a hotline with information on counseling, operational updates, benefits and other information geared for the intended audience.

Although most corporations and agencies focus on internal utilization of this technology, it can also be used to notify affected vendors and related agencies, improving relationships with those outside the organization. With many operations using a variety of workforce options, such as consultants, suppliers, vendors, contractors and temporary services, these groups and individuals can be easily included in your notifications. For example, some external groups may need to be informed not to report to work, while another group may need to be contacted with instructions to open an alternate facility as part of a disaster recovery plan. Contact data may be acquired individually from these groups or imported from vendor and customer databases.

Communicator! NXT's contact database can contain any number of individuals that may need to be notified during any event. This includes their basic contact information, the various devices on which they can be reached and user-defined fields, allowing an operation to group members for specific call-out notifications. The contact information may be imported from existing data sources or made available using DCC's XML API.



## Capabilities

Communicator! NXT provides a full spectrum of benefits suitable for any operation. A sampling of benefits include:

- **Automates any notification procedure, regardless of complexity or reach**
- **Notifies persons within minutes instead of hours and confirms message receipt**
- **Allows notifications to be launched remotely through an Internet connection or by phone**
- Contacts people and/or groups through existing communications devices
- Reduces the risk of human error and manual call tree breakdown
- Frees key personnel and support teams from placing and receiving calls
- Promotes faster, more informed decision-making
- Automates communications related to crisis management for better handling of operations in times of emergency
- Runs multiple call-out scenarios simultaneously, alerting any number of people of escalating events
- Places outbound and receives inbound calls simultaneously
- Prompts for yes/no responses to qualifying questions and logs ETAs
- Delivers results via email during (at any interval) and after notification
- **Allows notifications sent via email to include multiple attachments**
- Allows individuals to update their own contact information
- Allows pre-planning of intelligent call-out scenarios, with on-the-fly call-out update capabilities
- Provides full inbound calling capabilities via optional Inbound Bulletin Board
- **Generates extensive reports for management and accountability**
- Uses an open architecture and web capability using Microsoft® NET™ and Microsoft® SQL Server technologies
- Supports ISDN, analog and T1 configurations
- **Uses an optional XML API (Application Program Interface) to integrate your existing data sources**
- **Offers both on- and off-site (hosted) solutions or a combination of the two for primary/back-up communications**
- Offers extensive on-line, interactive help
- Allows call-outs to be stopped and reactivated, picking up where the original call-out left off and enabling the update and delivery of the most recent information
- Includes an import tool to transfer data into the system



## Methodology

Communicator! NXT uses an intelligent scenario system. Scenario refers to the specific type of event, and contains notification “rules” for that particular situation. When the need arises, the scenario is simply activated via the Internet or touch-tone phone. Communicator! NXT knows who to contact and how, delivering the notifications with speed and confirming receipt. In addition, Communicator! NXT can field calls and act as a bulletin board service.

Communicator! NXT's power and speed is enabled through phone lines coupled with intelligent notification technology designed to maximize use of available bandwidth.

***For the purposes of ADA Advisory Board Southwest Florida consideration, DCC recommends a 48-port configuration*** with possible port expansion.

Through a 48-port system:

- Approximately 96 people could be contacted per minute (assuming a 30-second message).
- 500 people could be contacted in less than 6 minutes.
- One-thousand people could be contacted in less than an 11 minutes.

Price determinants include:

- System Size: Number of phone lines utilized
- Connectivity: Network seats
- Redundancy/Replication: Back-up and notification supplementation capabilities
- Implementation/Consultation: Services for system set-up, operation

Other DCC products/services available include:

- Off-site hosting services
- Implementation consultation and management
- System back-up and supplementation
- Geographic Information Systems (GIS) modules for map-driven call-outs
- SMS (Short Message Service) capabilities
- Automatic links to existing or external databases
- Interfaces to other DCC products
- Integration using DCC's XML API to interface existing databases or other incident management products
- A variety of training options, to include: on-site, at the customer facility; off-site, at DCC's corporate headquarters; Computer-Based, via CD; and on-line, through WebEx™



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## Proposed Solution

- Communicator! NXT Critical Communications System, version 2.1
- 48 Port Capability at ADA Advisory Board Southwest Florida
- Training at DCC Headquarters and Web based training optional.
- Installation
- 24/7 Support (first year is no cost)
- 24/7 Support (years 2 & 3)

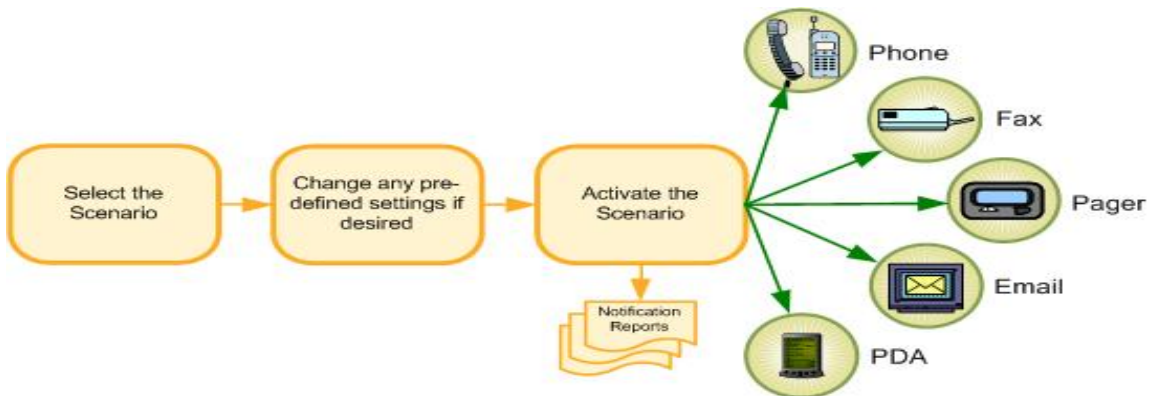
## Proposed Uses

- Nurse Staffing
- Employee recall
- Tech/IT Alerts
- Virus Alerts
- Weather / Evacuation Warnings
- In bound Bulletin Board for Status Updates

## Activating a Group-based Call-out Using Communicator! NXT

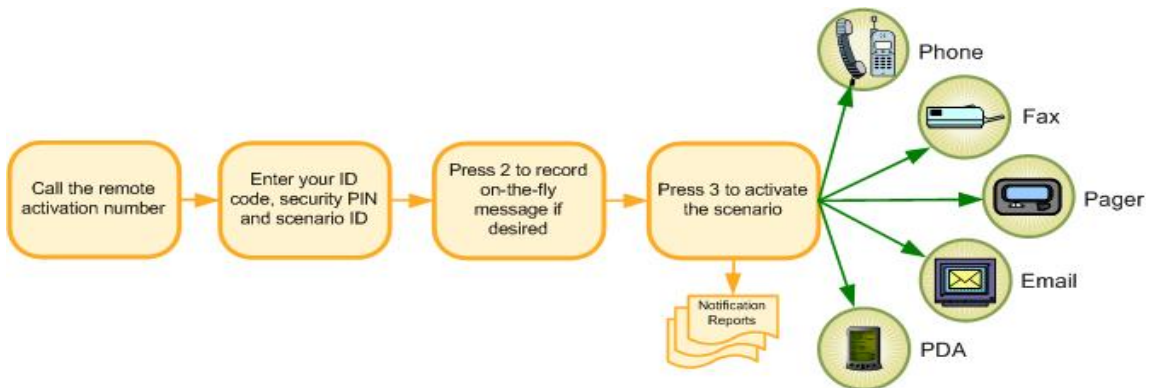
### Group-based notification using Communicator! NXT (via PC)

Authorized users will be able to activate a scenario in as little as three clicks after logon or change settings and messages quickly as part of the activation. Reports are automatically distributed based on the predefined report distribution for the notification. Scenarios that include a predefined activation schedule will automatically send notifications without any user intervention.



### Group-based notification using Communicator! NXT (via phone)

Authorized users will be able to call the remote activation number and activate a scenario following the prompts provided by the system. The user can activate a call-out, stop a call-out, change the notification, send to everyone or send to those not previously contacted. Users can also find out whether a call-out is still in progress or if it is completed.







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## Recommended Options

*Software Development Kit (XML API):* This Software Development Kit will allow you to integrate Communicator! NXT with other technologies in your organization to further streamline your critical communications processes.

*Additional Concurrent User Licenses:* The base package comes with two concurrent user licenses. This means that any two authorized users may access the system at a time. Based on the anticipated volume, DCC recommends 5-10 number of additional concurrent user licenses.

*Inbound Bulletin Board:* This option provides a means to make routine information available or provide updates on existing events to inbound callers. Based on your recall issue, the Inbound Bulletin Board will allow ADA Advisory Board Southwest Florida to provide updated information to customers or facilities. Starbucks uses this feature on a regular basis.

*Automatic Conference Bridge Link / Call Transfer:* The Automatic Conference Bridge Link / Call Transfer option serves as a virtual meeting place, enabling individuals to come together by phone for group communications.

*Web/Phone Check-In:* Web/Phone Check-In provides automatic validation of the well-being of your personnel, maximizing accountability. This option also allows your personnel to designate the best number at which to reach them. The updated information can then be used for future call-outs. Gold Kist Inc may want to use this if a facility is devastated by a disaster.

*SMS Messaging:* SMS (Short Message Service), similar to paging, is the transmission of short text messages to and from mobile phones, PDAs and IP addresses. This service allows the user to be notified and acknowledge message receipt using various wireless devices, further improving the distribution of your notifications. DCC recommends Simplewire™, which has a 140-160 character message-length limit, including spaces.

*DataSync Back-up:* DCC's DataSync Back-up option provides near real-time back-up of your Communicator! NXT system information to a standby server located in the DCC Hosting Center using SQL Server™ log shipping. This option creates a redundant system, allowing your operation to use an alternate server should your primary server be unavailable. If a situation arises that mandates access to the standby server, the system will automatically promote the back-up server as the primary server, and the synchronization activity (back-up activity) will cease. Once your on-site system is ready to go back online, you need only work with DCC Customer Support to re-establish your original primary server and re-schedule your back-ups. The schedule for data transfer can occur at any interval, although it should be based on the overall size of your database and the time it takes to complete each back-up cycle.



### Pricing Proposal

Communicator! NXT 48-line system (50 Con-Current Users)	\$ 89,000
Automatic Conference Bridge Link and configuration	Included
Inbound Bulletin Board Module and configuration	Included
Hot Sync NXT Data Replication and Back-up Included in Year One (1st year, 25,000 free calls, \$0.15 per call after 25,000 and \$3,500 after Year One)	Included
SDK – Auto Roster Import Programming	Included
Text-To-Speech Messaging Module	Included
Support and Maintenance	Included in Year One

### Hardware

#### Standard

Hardware Package	\$4,500
Server and 48 Port T-1 Talker Card	\$6,000
SQL Server Pro License for NXT	\$5,000
Shipping	\$295

### Installation/Training

#### Standard

3 Day On-Site Installation	\$ 4,500
2 Onsite Training Class Site Specific 2 Days (10 People)	Included

<b>Sub Total</b>	<b>\$ 109,295.00</b>
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<b>Total Price</b>	<b>\$ <u>109,295.00</u></b>
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### Terms and Conditions

- Hardware: Net 30 from purchase order with 20% down.
- Installation Terms: Net 10 after customer acceptance.
- Training: DCC University Terms: Due Upon Receipt
- On-Site Training Terms: Net 10

### Additional Resources

We understand that it may be overwhelming to consider all of the notification and alert possibilities and to prepare for implementation. Rest assured - DCC will be with you as you go through the installation and implementation processes to include:



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- An experienced member of DCC's Installation Team will be assigned to your agency and provide any necessary project planning support related to the installation of your solution.
  - As your account manager, I will work closely with you to assist in the use of your application prior to transitioning over to the DCC Support Team.
  - DCC University training provides hands-on training in a secure and focused environment where you will learn how to use all of the components of your system. Training manuals and supplemental materials are provided, as well.
  - A New User's Kit including samples of procedures, implementation guidance, scenario worksheets, forms and white papers will be provided to aid in your internal processes.

Once you transition from implementation to daily use, you will receive assistance through DCC Support:

- DCC's support team will be available to answer any questions you may have, whether it is how to use a specific feature or technical questions about your system.
- DCC's support website is always available to include tips, tricks, patch information and downloads, manuals, etc.

Both applications include on-line context sensitive help, as well.

DCC wants your agency to become an effective user of the system so that your emergency communication needs are met and even exceeded. We want your first responders and citizens to have confidence in your communication capabilities. And we are committed to helping you meet these objectives.



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## Summary

This proposed solution is specific to your operation and has been compiled based upon input and collaboration between DCC and ADA Advisory Board Southwest Florida. In the event additional services or products are being considered, please contact David R. Manley to update this proposal.

Thank you for your consideration, and we look forward to working with ADA Advisory Board Southwest Florida.

**Contact:**  
**David R. Manley**  
**Regional Sales Manager**  
**Dialogic Communications Corporation**

**Cell: 615-734-9506**  
**DID: 615-791-3934**  
**Office: 800.723.3201 or 800.723.3207**  
**[David.manley@dccusa.com](mailto:David.manley@dccusa.com)**



## License Agreement

This License and Maintenance Agreement (“**Agreement**”) is between Dialogic Communications Corporation (“**DCC**”) and the entity accepting this Agreement (“**Licensee**”) and is part of the proposal or other documentation prepared by DCC and accepted by Licensee’s signature (“**Proposal**”) pursuant to which DCC is making the Product available to Licensee. In exchange for the covenants below and other good and valuable consideration, the parties agree as follows:

**Definitions.** “**Documentation**” means any written and/or on-line material provided by DCC to assist Licensee in the use of the Software. “**Equipment**” means any equipment sold to Licensee by DCC or approved by DCC in writing. “**Product**” means the Software and Documentation. “**Site**” means Licensee’s offices identified in the Proposal. “**Software**” means the DCC software made available to Licensee by DCC and any updates, modifications and corrections to the Software made available to Licensee by DCC. “**Third Party Software**” means any software owned by a third party and made available to Licensee by DCC.

**License.** DCC grants Licensee a non-exclusive license to use the Product at the Site for its internal business purposes in accordance with this Agreement and the Documentation (the “**License**”), subject to any user, seat, volume or other restrictions or limitations in the Proposal. DCC reserves all other rights. Licensee will use the Software only on the Equipment. Licensee will not use the Product on behalf of any third party and will not allow any third party to use the Product. Licensee may make one copy of the Product for backup purposes but will include therein all proprietary marks and notices included in the original.

**Maintenance Services.** Licensee will provide DCC all assistance, access and information that DCC may require to provide services hereunder. Subject to the terms of this Agreement, DCC will (i) provide such assistance as it deems reasonably necessary to cause the Software to perform materially in accordance with the then current Documentation provided that Licensee has installed all updates, modifications and corrections provided by DCC, (ii) provide such updates, modifications and corrections to the Software as are approved for release to Licensee by DCC, (iii) use commercially reasonable efforts to correct Software errors or defects reported by Licensee that DCC is able to confirm through independent testing, and (iv) provide reasonable telephone Software support 8 a.m. to 5 p.m. central time Monday through Friday, excluding holidays. For emergencies, DCC personnel will be available by pager 24 hours per day/7 days per week.

**Payment and Taxes.** Licensee will pay DCC the amounts listed in the Proposal at the times listed in the Proposal. All amounts owed pursuant to an invoice will be paid to DCC within thirty days of the date of invoice. Licensee will pay all shipping and insurance charges for shipments between DCC and Licensee. Licensee will pay all taxes arising out of or related to this Agreement and the Proposal, except taxes on DCC’s income. Licensee will pay DCC an amount equal to 1.5% of any amount not paid when due for each month it is past due or, if less, the maximum amount permitted by applicable law.

**Warranties.**

DCC warrants to Licensee that so long as DCC is providing maintenance services under this Agreement the Software will operate in material conformance with its then current Documentation. LICENSEE’S EXCLUSIVE REMEDY, AND DCC’S ENTIRE LIABILITY IN CONTRACT, TORT OR OTHERWISE FOR BREACH OF THIS WARRANTY WILL BE TO USE DCC’S COMMERCIALY REASONABLE EFFORTS TO PROVIDE A CORRECTION OR WORK AROUND FOR ANY MATERIAL NONCONFORMITY. DCC DISCLAIMS ALL OTHER WARRANTIES, EXPRESS, IMPLIED OR STATUTORY, INCLUDING WITHOUT LIMITATION ANY WARRANTY OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE OR NONINFRINGEMENT. ANY EQUIPMENT, THIRD PARTY SOFTWARE AND SERVICES ARE PROVIDED “AS IS”.

DCC WILL NOT BE LIABLE TO LICENSEE OR ANY THIRD PARTY FOR ANY INDIRECT, INCIDENTAL, SPECIAL, OR CONSEQUENTIAL DAMAGES OR LOSS OF PROFITS ARISING OUT OF OR RELATED TO THIS AGREEMENT OR THE PROPOSAL, THE PRODUCT, SERVICES PROVIDED BY DCC, THIRD PARTY SOFTWARE OR EQUIPMENT, EVEN IF DCC HAS BEEN ADVISED OF THE POSSIBILITY OR KNEW OF OR SHOULD HAVE KNOWN THEREOF. DCC’S TOTAL LIABILITY, IF ANY, WILL IN NO EVENT EXCEED THE TOTAL AMOUNT PAID TO DCC BY LICENSEE HEREUNDER IN THE TWELVE (12) MONTHS IMMEDIATELY PRECEDING THE EVENT GIVING RISE TO LIABILITY.



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## License Agreement (continued)

DCC's warranty will not apply to any defects or problems caused in whole or part by (i) failure of equipment, power, telecommunications facilities, third party software or other matters that are beyond DCC's reasonable control, (ii) modifications to the Software by anyone other than DCC, (iii) any software, hardware, firmware, peripheral or communication devices used with the Software, (iv) failure to follow DCC's most current instructions for proper use of the Software, (v) negligence of Licensee or any third party, or (vi) failure to install and use any updates, modifications and corrections provided by DCC. If Licensee requests services related to a defect or problem covered by one of the foregoing exceptions, Licensee will pay DCC for such services at DCC's then current time and materials rates.

**Confidentiality.** Neither party will not disclose the other party's Information other than to its employees who have a need to know and who it will require to comply with this Agreement. Neither party will use the other party's Information except in accordance with this Agreement. "Information" means all information made available by one party to the other, including the Product, any databases and all intellectual property related thereto, but excluding all information generally available to the public or that is required to be disclosed by law.

**Ownership.** The Product is DCC's exclusive property. DCC owns all copies. DCC shall own all rights in all corrections, modifications, enhancements, programs, information and work product conceived, created or developed, alone or with Licensee or others, as a result of or related to the performance of this Agreement and the Proposal, including all proprietary rights therein. Licensee will not modify, disassemble, decompile or reverse engineer the Software.

**Term and Termination.** Maintenance services will continue for a term of one year from DCC's notice to Licensee that the Software has been installed. Thereafter, maintenance services will automatically renew annually at DCC's then current prices unless either party provides the other notice of nonrenewal of maintenance services at least thirty days before the end of the then current term. DCC may terminate the License without further obligation or liability to Licensee if Licensee commits any material breach of this Agreement or the Proposal, including failure to timely pay any amount due, and fails to cure such breach within ten days of notice from DCC. Licensee may terminate the License if DCC commits any material breach of this Agreement and fails to cure such breach within sixty days of notice from Licensee. Upon termination, Licensee will immediately cease all use of the Product and return the Product and all copies thereof to DCC, all amounts owed to DCC will be immediately due and payable, and DCC will cease performance of all obligations under this Agreement without liability to Licensee. All payment obligations accruing prior to termination, nonrenewal or expiration and the terms of this Agreement (other than the License and the Section titled "Maintenance Services") will survive termination, nonrenewal or expiration. DCC's remedies will be cumulative.

**Installation and Training.** If applicable, DCC shall provide installation and training at Licensee's site for the number of days, if any, specified in the Proposal.

**Equipment.** If applicable, Licensee will properly prepare the Site for installation of any Equipment. DCC will not be responsible for any delay in delivery or installation or any damages to Licensee resulting from any delay. Licensee will bear the risk of loss or damage to any Equipment following its delivery to Licensee. Title to any Equipment will pass to Licensee upon payment of all amounts due to DCC.

**Third Party Software.** Additional terms may apply to any Equipment and Third Party Software. Licensee will comply with such terms. DCC assigns and Licensee assumes any licenses and other agreements and warranties related to any Third Party Software and Equipment that by their terms may be assigned to Licensee.

**Indemnity.** Licensee will indemnify, defend and hold DCC, its employees, officers, directors, agents, successors and assigns harmless from all loss, cost, liability and claims (including reasonable attorneys' fees) arising out of or related to Licensee's use of the Product, Third Party Software and Equipment.

**Assignment.** Neither the Proposal nor this Agreement may be assigned, sublicensed or transferred by Licensee by assignment, operation of law, change of control or otherwise, without DCC's prior written consent.

**U.S. Government Restricted Rights.** The Product includes commercial technical data, commercial computer software and/or commercial computer software documentation, respectively, pursuant to DFAR Section 227.7202 and FAR Sections 12.211 and 12.212, as applicable, which were developed exclusively at private expense. Any use, modification, reproduction, release, performance, display or disclosure of the Product by the United States Government is governed solely by the terms of this Agreement and is prohibited except to the extent expressly permitted by the terms of this Agreement.



## License Agreement (continued)

**Compliance.** Licensee will comply with all applicable international and national laws that apply to the Product and its use, including the U.S. Export Administration Regulations.

**General.** If any part of this Agreement or Proposal is ruled unenforceable by a court, the balance of this Agreement and the Proposal will be unaffected. This Agreement and the Proposal may not be amended or waived except in writing signed by the parties. This Agreement and the Proposal do not create any third party beneficiary. The parties are independent contractors. In the event of a conflict between the terms of this Agreement and the Proposal, the terms of this Agreement shall control. This Agreement and the Proposal are the entire agreement of the parties with respect to the subject matter hereof, and supersede all prior agreements between the parties with respect to the subject matter hereof.

**Governing Law and Venue.** This Agreement and the Proposal will be governed by the laws of the State of Tennessee, without regard to its conflict of laws provisions. Venue for any action arising out of or related to this Agreement or the Proposal will be exclusively in state or federal court in Davidson County, Tennessee. Any action arising out of or related to this Agreement or the Proposal must be commenced within one (1) year after the cause of action accrues.

**Force Majeure.** If an act of God, government, war, fire, flood, power shortages or blackouts, telecommunications failure, failure of the Internet, or other causes beyond the reasonable control of DCC prevent DCC from performing its obligations, such nonperformance will be excused and will not be a breach for so long as such conditions prevail.


<b>Licensee:</b>	<b>Dialogic Communications Corporation</b>
By: _____ Name and Title:	_____ David B. Hanna, Vice President of Business Services





# DataSync Back-up

*Ensuring Notification Readiness, Every Hour of Every Day*



As a user of DCC's web-based critical notification solution, **Communicator! NXT**, you know first-hand the importance of rapid, accurate communications in times of emergency. That is why you have crafted comprehensive contingency plans and taken the time to develop and maintain accurate databases and event-specific scenarios. Now, to better ensure data is completely replicated — *and current* — on a secondary, or back-up, server, DCC is pleased to offer its new DataSync Back-up option for Communicator! NXT.

Whether assembling first responders, notifying crisis action teams or warning high volumes of people (e.g., communities-at-risk, employees, etc.), Communicator! NXT's DataSync Back-up option promotes your notification readiness, every hour of every day.

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## *Here's How:*

DataSync Back-up provides a way to automatically “mirror” or duplicate data from your primary notification server to an alternate server (namely, DCC's state-of-the-art hosting center) for uninterrupted communication at all times. This option securely transfers data updates through SQL log files - the same technology used for back-up and recovery of databases. These files are uploaded to the alternate server every hour to maintain data synchronization, with a full SQL database back-up sent every week for complete system integrity. (For clients whose network capacity is a concern, rest assured that SQL logs are generally very small in size and contain only the changes that have been made to the database during a given period. This means very little network capacity will be consumed.)

And, to keep your data secure, SQL logs residing on the primary server use 2048-bit encryption (the highest level available), providing maximum stability when transferred to a shared FTP server. This strategy ensures no one can read your data, except for authorized DCC personnel, during downloads and file decryption. Moreover, take comfort in knowing that these SQL logs are never visible on the public network.

Gaining access to the back-up server is just as easy as the primary. When the first user signs on, the alternate system is automatically activated, with data prepared for immediate use. While the secondary server is in operation, synchronization is automatically disabled, ensuring that you are in full control of your data. Once you are ready to resynchronize your hosted alternate system, simply call DCC support at 615.550.0200, and they will quickly work to re-establish synchronization for you. Because you can still conduct full back-ups of your SQL databases on a regular basis, you can quickly and easily recover data on your primary server at any time.

By using DataSync Back-up with Communicator! NXT, your primary and secondary servers are continually in sync, ensuring 24/7 readiness for any notification need.

*For more information on DCC's DataSync Back-up, please call 800.723.3207 or email [marketing@dccusa.com](mailto:marketing@dccusa.com).*



[www.dccusa.com](http://www.dccusa.com)



## DCC University: Your Training Options

In order to assist you with implementing DCC's Communicator! NXT into your operation, the company has tailored its training programs to meet virtually everyone's needs. Dubbed "DCC University," the company's customer education program, led by a skilled team of instructors, offers a variety of comprehensive "starter" classes for new clients, as well as "refresher" courses for those seeking continued education. Best of all, DCC's comprehensive training is offered in-house (at DCC headquarters), regionally or via the Internet.

**Communicator! NXT In-House training:** For new users, DCC offers customer training at its headquarters located in Franklin, Tennessee, a suburb of Nashville. These comprehensive courses typically run Tuesday through Wednesday, 8 a.m. to 4 p.m. CST. Instruction covers all material necessary for optimum system performance and usage for Communicator! NXT. Along with this learning experience, you will also become familiar with DCC, its team and other system users, making it a relaxed, yet informative, setting for everyone to enjoy. The cost is \$1,000 per attendee for this two-day course.

**Communicator! NXT In-House training with GIS module:** For new users, DCC offers customer training at its headquarters located in Franklin, Tennessee, a suburb of Nashville. These comprehensive courses typically run Tuesday through Wednesday, 8 a.m. to 4 p.m. CST, and a half-day on Thursday for GeoCast Web training. Instruction covers all material necessary for optimum system performance and usage for Communicator! NXT. Along with this learning experience, you will also become familiar with DCC, its team and other system users, making it a relaxed, yet informative, setting for everyone to enjoy. The cost is \$1,200 per attendee for this two-and-a-half-day course.

**Communicator! NXT Regional training:** This option brings a DCC instructor directly to your facility to train up to 10 people in your operation. For two days, you and your co-workers will gain all necessary information for optimum system performance and usage for Communicator! NXT. The cost is \$5,000 for the entire class.

**Communicator! NXT Web-Based training:** A truly web-based training program, this option is designed to provide end users and system administrators with a general working knowledge of the Communicator! NXT software and feature sets. This program allows you to choose the date and time most conducive to your schedule, with the full class running four to six hours. Real-time streaming video and interactive methodology powered by WebEx™ creates an environment perfect for learning and for theorizing contingency planning solutions. The cost is \$500 per attendee, per class.



**Communicator! NXT Web-Based training - monthly package:** This package offers the Web-Based training program, which is designed to provide end users and system administrators with a general working knowledge of Communicator! NXT software and feature sets, on a monthly basis. (See Communicator! NXT Web-Based training.) With this option, you can send a maximum of five individuals to the program per week anytime during the month purchased. This opportunity is ideal for an organization that requires flexibility for multiple users in a training environment via the Internet. The cost is \$1,000 for the month.

**Communicator! NXT Web-Based training - yearly package:** With this package, you have access to DCC's Web-Based training program, which is designed to provide end users and system administrators with a general working knowledge of Communicator! NXT software and feature sets, for an entire year. (See Communicator! NXT Web-Based training.) This option provides you with the opportunity to send a maximum of five individuals to the program per week throughout the year. It also includes Site-Specific training if needed. (See Communicator! NXT Site-Specific training.) This opportunity is ideal for an organization that requires flexibility for multiple users in a training environment via the Internet. The cost is \$2,500 for the year.

**Communicator! NXT Web-Based Site-Specific training:** Designed for users requiring a refresher course, this two-hour Web-Based class covers specific aspects of Communicator! NXT as requested by the customer. Prior to the session, customers should provide the topic for discussion to the instructor. The cost is \$150 per two-hour class.

**GIS Web-Based training:** The GIS Web-Based training is for customers that utilize DCC's map-driven software, including GeoCast, GeoCast Web or GeoNotify. Held in one two-hour class, this training covers the basics of software usage, ranging from map management to actual activation. The cost is \$150 per two-hour class.

*If you have any questions or concerns regarding training, contact the Training Department at 800.723.3207 or email [DCCTraining@dccusa.com](mailto:DCCTraining@dccusa.com).*







## *Communicator! NXT*

*DCC's notification technology is used by:*

- Financial Institutions
- Healthcare Providers
- Insurance Companies
- Investment Firms
- Public Safety Operations
- All Levels of Government
- U.S. Military
- Nuclear Facilities
- Chemical Plants
- Public Utilities and more...

Know you're  
**READY.**  
Notify with  
**confidence**

730 Cool Springs Blvd.  
Suite 300  
Franklin, TN 37067  
800.723.3207  
615.790.2882  
Fax 615.790.1329  
dccusa.com



dccusa.com



dccusa.com



# Business Continuity

**Communicator! NXT is ideal for:**

- Data Disruptions
- Inclement Weather
- Employee Accountability
- Terrorism Threats
- Power Outages
- Security Breaches
- Evacuations *and more...*

**Know you're ready**

You've identified the risks... Done the planning. Now take the guesswork out of your business continuity communications.

Communicator! NXT, the latest innovation from DCC (Dialogic Communications Corporation), is a true, web-based notification solution. It provides complete automation of call trees, catering to the critical communications needs of today's fast-paced corporate environment. This ultimately helps you maintain operations, secure company assets and confirm employee safety every business day.

Using only an Internet connection and the Microsoft® Internet Explorer web browser, you can now easily manage the notification process from start to finish. Simply access the software from your location; then update contact databases, activate scenarios or monitor communications in progress. It's that easy, and it's completely safe and secure.

Communicator! NXT combines Microsoft® .NET™ and SQL technologies to provide the industry's most advanced, yet easy-to-use notification solution. It delivers voice and text messages to virtually all devices (e.g., phone, pager, Blackberry, etc.), placing important information into the hands of those who need it most. And, the software intelligently gathers the feedback so vital to timely and appropriate response.

Whether you choose an on-premise or hosted solution, Communicator! NXT provides the flexibility and redundancy necessary for business continuity communications. Use it to assemble members of one team or to alert thousands of employees across your entire organization. However you opt to use Communicator! NXT, the technology is ideal for even the most critical and widespread of notifications.



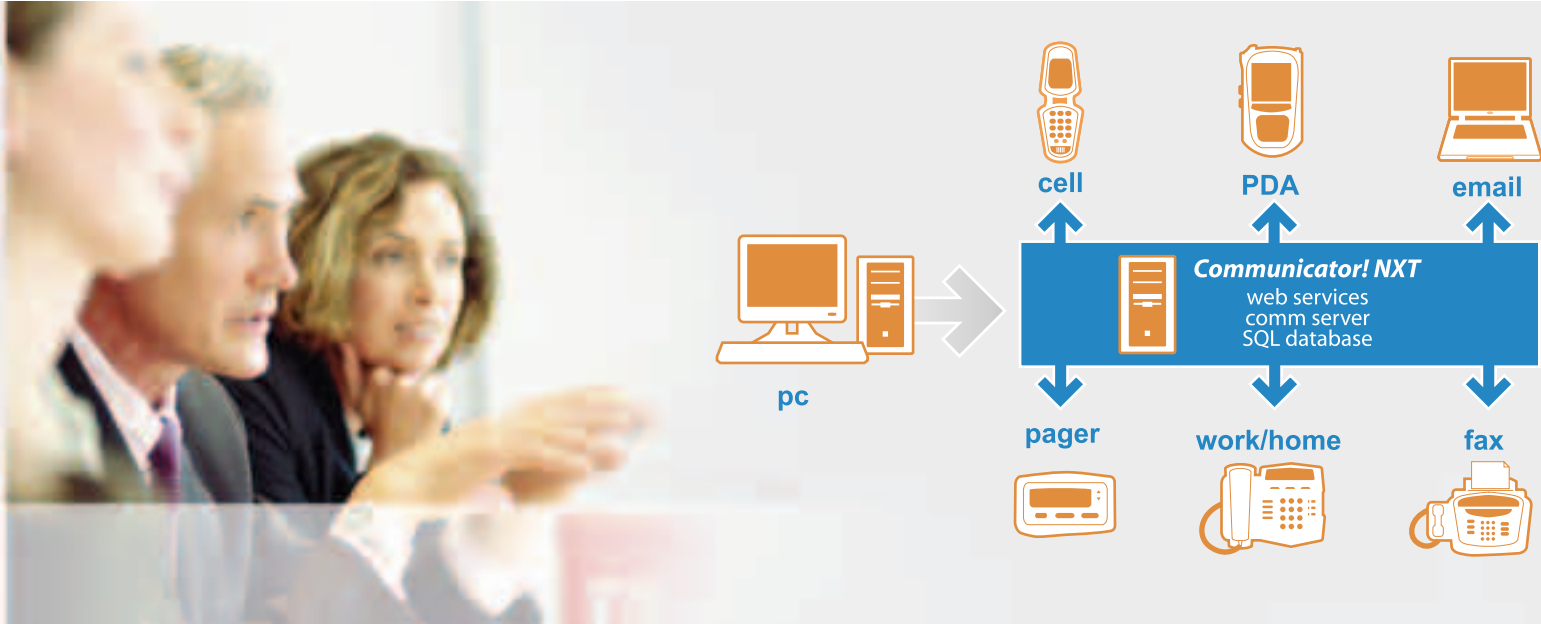
*Access Communicator! NXT from virtually anywhere*



*Navigate easily using Communicator! NXT's tab-based interface*



*Control business continuity communications with a few mouse clicks*



**Features & Benefits**

- Automates any manual communications procedure
- Activates remotely by phone or the web
- Delivers voice and text messages to all types of devices
- Uses on-premise or off-site (hosted) phone lines
- Allows messages to be prepared on-the-fly
- Runs multiple notification scenarios simultaneously
- Supports client/server access over LANs, WANs or the Internet
- Includes text-to-speech capabilities
- Captures feedback in comprehensive reports (email/hardcopy)
- Offers optional conference bridging capabilities
- Adheres to industry-standard database architectures
- Provides an XML API for third party software integration
- Offers optional SMS (Short Message Service) messaging
- Provides maximum Internet security (128-bit data encryption)
- Supports GIS integration for map-driven communications
- Ensures round-the-clock readiness for any notification need

With Communicator! NXT and DCC, your business continuity communications needs are met 24/7. The technology is supported by a highly-skilled team of technical professionals, dedicated to providing customer service that is second to none. Software training and continuing education, offered through what is now dubbed "DCC University," furthers your success with Communicator! NXT by getting – and keeping – you up to speed at all times.

Know you're ready. Notify with confidence using Communicator! NXT from DCC. To learn more, call **800.723.3207** or visit **www.dccusa.com**.

**Notify with confidence**