

CallCast

Automated Emergency Callout Solutions



You've planned for it, the real major incident, but when it happens, will everything fall into place as you expect?

It could be a major accident, a mass evacuation, an urgent product recall, a major system failure or a terrorist incident.

You are responsible to get the right people to the right place at the right time - not a simple task. Inevitably, many of the people who are essential to deal with the incident are not readily available - they might be off site, off duty, asleep or on holiday.

You have a contact list, but is it complete and comprehensive and is it up-to-date?

Then there is the process of contacting on-call staff. It's very labour-intensive and involves a group of people, probably the telephone operators, who, while making the calls, are also likely to receive large numbers of incoming calls both from within the organisation and the general public. The result could be gridlock with severe delays in contacting on-call staff.

What you need is CallCast. It automates the contact process, using pre-defined callouts and contact lists which are stored and updated in a central database - freeing your people to concentrate on an effective response to the major incident.

Should an incident occur, your response is as simple as selecting the callout from the list, updating the broadcast message and confirming that you want it to start. From this point on, CallCast takes over and systematically contacts the people on the list.

While working through a callout, CallCast, via its web-based management interface, provides real time feedback on the number of people contacted, their availability and their estimated time of arrival. It even warns you if it is likely to fall short of the target number of staff defined in the callout.

At any time, the broadcast message summoning people to attend can be updated to reflect the latest information available about the major incident.

You can have multiple contact lists with unlimited numbers of staff assigned to them. Each person can have multiple contact numbers which can apply on different days of the week and at different times of day. A single contact list can be used by a number of callouts and contact lists can be linked to cover requirements where, for example, you need 30 people but 10 must be doctors and 20 must be nurses.

The web-based interface allows the management and status screens to be easily accessed by those needing to monitor CallCast's progress. This allows CallCasts to be both activated and managed remotely.

The use of a powerful relational database within CallCast is a key feature, and allows an organisation to keep vital details of individuals up-to-date. It substantially reduces the administrative overhead required to ensure that contact lists are accurate.



Pre-defining the callout list helps to ensure that the less obvious personnel required at a major incident, people to handle traffic-flow; press officers or those providing refreshments, are not missed out.

We recently learned of a healthcare trust that lost most of its operating theatres and, in addressing the problem, neglected to inform the person responsible for allocating operating theatre use and scheduling medical staff.

If you would like to find out more about how CallCast can help to make your emergency plan more effective, either call us on 020 8401 9000 or email us at info@bts.co.uk, or visit our web site at www.bts.co.uk.



BTS was founded in 1980 and is the largest independent supplier of advanced communications solutions to the private and public sector.