

Crisis Management Audio Conferencing

Bridge private and public communications networks,
to disseminate information for effective response
co-ordination.



The Challenge

Organisations responding to emergency situations and disasters require independent conferencing capability in 24-hour operation to connect decision makers, field workers and subject matter experts at any time.

Audio conferencing is a critical part of situational awareness and emergency/disaster planning activities.

In crisis scenarios, the primary means for communicating within and outside the affected areas is through channels independent from the PSTN and mobile networks, which can be subject to disruption.

Satellite, trunk lines, telephone and or radio capabilities are typically established as emergency back-up systems, should the main telecommunications infrastructure be damaged during a crisis.

Organisations responsible for co-ordination activities require a flexible, independent audio conferencing solution to:

- Bridge public switched telephone networks in multiple operator controlled conferences
- Be intuitive to operate in order to disseminate information and co-ordinate teams to respond in the most efficient way possible
- To connect responding teams using multiple communication methods

Speakerbus' Voice Conference Manager addresses these mission critical needs, which cannot be met by standard audio conferencing tools.

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The Speakerbus solution

Speakerbus' robust audio conferencing solution bridges private and public communications networks, to disseminate information to hundreds of disparately located individuals for effective response co-ordination.

Voice Conference Manager

Speakerbus' "Voice Conference Manager" (VCM) is a highly scalable audio conferencing platform. It can be configured to supply conferencing from 23 – 480 lines, with the capability for:

- Operator Attended
- Unattended
- Reservation-less Conferences.

Within these conferences, callers can be placed into a "side bar", for a private sub conference.

As a specialised product, VCM has the ability to link PSTN and static lines in to a single conference.

The VCM can also be used as part of a wider Speakerbus netted voice solution.

The platform affords the highly demanding capabilities sought by organisations conducting crisis/disaster management response operations.



Simple to learn and use, the VCM can be accessed intuitively in two ways:

- The Windows-based system administration software is accessed through a web browser.
- Direct voice access from a mobile or standard touch tone phone is assisted with Interactive Voice Response, which enables the caller to access a conference or recording.

Key features & benefits

- Allows static and multiple hotlines to be connected so distant crisis affected areas can be identified and 'patched' together for efficient information dissemination
- An intuitive web based management user interface for ease of use
- Participants can dial-in with landline or mobile devices
- Conferences can be kept active for extended periods
- Interoperates with Speakerbus' portfolio of control room critical communications tools

Operators can:

- Create groups of people, select a group and simply "drop" it into a active conference
- Manually or automatically trigger a dial-out to connect a group of users
- Record a portion and stream (playback) that recording into a different conference
- Mute individuals on the conference, stop an individual from listening or make them talk louder
- Take individuals "out of the conference" via a sidebar capability, talk to them separately, then bring them back to the same running conference