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## **I. Emergency Notification System – INS**

Your choice of emergency notification solution can mean the gateway or the bottleneck to successful call-out missions, response team deployment and community policing efforts. Used by top business, industry and government operations (i.e. civil protection), K&G Digital Service's powerful notification system, INS, increase the speed and efficiency of today's complex call-out procedures, freeing key personnel to focus on the critical situation at hand. Most importantly, the use of advanced communications technology virtually eliminates the risk of human error and significantly reduces legal vulnerability.

INS High-speed notification system is proven communications technology for alerting emergency response teams and communities-at-risk. Fast and efficient, the system contacts persons by phone, mobile, pager, fax, email, sms etc.; delivers incident-specific information or life-saving instruction; confirms message receipt through touch-tone response; and prints/faxes comprehensive reports detailing notification results. Uses include weather, HAZMAT incidents, utility outages, evacuations and community policing.

## **II. INS Description**

K&G Digital Service Ltd and its high-speed notification system, INS, continue to revolutionize the way mission-critical operations execute their emergency notification procedures to response teams, employees and communities-at-risk. Accomplishing in minutes what manual call-trees and global paging systems take hours to perform, the system contacts persons by phone, pager, fax, email and cellular including voice and sms; delivers incident-specific information; confirms message receipt through touch-tone response; and prints/faxes comprehensive reports detailing call-out results.

From emergency management to large corporations to the military and government, INS is proven to excel in such situations as hazardous materials incidents, inclement weather and terrorism threats. Moreover, INS ensures round-the-clock readiness for any notification need, including routine internal and external communications, community policing efforts and bulletin board postings.



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### **III. System Capabilities**

- Intelligent and expeditious execution of your emergency and contingency plan based on unlimited pre-defined scenarios
- Immediate location of specific persons or positions through automatic placement of inbound and outbound calls simultaneously
- Instantaneous delivery of specific information to specific persons or positions
- Intelligent query and qualifications of persons or positions before delivering information and duty assignments
- Immediate verification of receipt or non-receipt of data and instruction
- Required security entry of individualized user-defined Pin's to access and receive information and instruction
- Real-time reporting capabilities
- Multiple terminals (both local and remote)
- Remote telephone activation
- Optional capability of filling specified number of positions versus locating individual persons
- Automatic page and search based on corresponding prioritized scenario instruction and alternative number location
- With INS, it can provide a company or community-wide Bulletin Board Service (BBS)
- Additional auto archiving capability to reduce liability exposure



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- Support for satellite/worldwide text pagers plus SMS messaging
  - Additional layers of security for limiting staff access to specific scenarios.
  - More user-defined answering machine choices to allow users to tailor messages specifically for each notification.
  - Updated "Find" feature for simple user input and automatic searches through contacts by last name.
  - Primary/system hours keep user informed whether the system would be using primary or alternate hours.
  - On-the-fly message recording
  - fax-on-demand
  - Mass fax distribution
  - Mass SMS distribution
  - Email notifications
  - Powerful Script Designer software (text and voice scripts)
  - Multiple, simultaneous scenario activation

These features are a direct result from working closely with hands-on system users as well as product enhancement request forms and users group meetings throughout the year.

This latest version of INS makes it easier than ever for business, industry and government operations to manage routine and emergency notifications with response teams and residents.

#### **IV. INS Interactive Voice Response (I.V.R.)**

A valuable automated notification system, IVR feature provides callers with round-the-clock access to important information, such as:

School Closings	Airport Runway Conditions
Office Locations	Weather Bulletins
Normal Business Hours	Voting Dates & Booth Locations

INS's IVR accepts inbound calls and distributes information based on menu selections. IVR includes IVR Designer an easy to use graphical application, where it's easy to create voice and text scripts.



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## V. INS Packages

All INS Packages include the following standard components:

- Base Software and Personnel Database
- Phone Port Access (Software)
- Script Designer Software

- Bi-directional Capability
- Remote Activation/Deactivation
- Fax Client Software
- Paging Capability (Alpha & Numeric)
- Auto Scheduling
- Application Security
- IVR Application Designer Software
- Messaging Server
- Transfer Capability
- Bulletin Board Service
- Scalability

## VI. Customers

We believe that our customers are our best references. Here is a small sample of our valued customers who have chosen, INS.

- Olympic Games of ATHENS 2004
- REGION OF CENTRAL MACEDONIAN (Government Organization)
- ATTIKES DIADROMES S.A.
- MUNICIPALITY OF TRIKALA (Local Authority)
- REVLON S.A.
- PROVLON S.A.
- NIREUS S.A.
- ONE2ONE S.A.
- APOSTOLI S.A.

## VII. Technical Specifications

INS Can be used in a LAN (client-server architecture) or as a stand-alone system.

Technical Hardware Specifications for INS are the following:

### INS Server

- Industry Standard PC Case with Power Supply & Cooling Fan
- Intel® Pentium IV
- 512 MB of Memory



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Microsoft® Windows® Server 2000/2003 Operating System  
SVGA Resolution Up to 1280 x 1024  
1 Enhanced Bi-Directional Parallel Port  
1 Serial Interface Ports  
1 Sound Card with OS Compatible Drivers (SoundBlaster Compatible)  
Expanded Storage Capacity Hard Drive  
3 PCI slots  
Network Adapter  
High-speed CD ROM or DVD ROM  
PS/2 Keyboard  
Microsoft® PS/2 Mouse  
17" SVGA Monitor  
INS Server Software  
INS Server Hardware

### *INS Client*

Industry Standard PC Case with Power Supply & Cooling Fan  
Intel® Pentium IV  
256 MB of Memory  
Microsoft® Windows® 98/NT/XP/2000/2003 Operating System  
SVGA Resolution Up to 1280 x 1024  
1 Enhanced Bi-Directional Parallel Port  
1 Sound Card with OS Compatible Drivers (SoundBlaster Compatible)  
Expanded Storage Capacity Hard Drive  
High-speed CD ROM  
PS/2 Keyboard  
Microsoft® PS/2 Mouse  
Network Adapter  
17" SVGA Monitor  
INS client software



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## **VII. INS Support**

A 1-year warranty of the product is provided.

### Golden Support

Includes:

- Telephone Support, working days and hours.
- Free software upgrade, new versions of product.
- Free software and hardware installation (in case of a problem) within 24 hours. (Travel and expenses are not included).  
Working hours.
- Yearly inspection, system review and system auditing
- After the first year support is provided at an extra cost.

Support services can be offered, at various service levels, depending on the customer requirements.