eCall express

SMS alerts & technical alerts

Monitor IT or technical infrastructure reliably. Provide alerts and information from the secure Swiss private cloud.

eCall express

Short description

- Trigger actions/alerts via SMS, e-mail, XML and telephone
- Receive messages via SMS, telephone, pager, e-mail and alarm call
- Up to 5 active action plans
- Up to 10 active recipients
- Receipt confirmation via SMS, telephone and e-mail
- Staggered or simultaneous alerts
- Telephone conference
- Multi-filter
- Escalation plans
- Alert stop
- Monthly statistics for messages sent
- Alarm logbook with filter functions

Try out for 30 days for free

Messages

Using the **text-to-speech** option, you can convert system and alert messages into spoken language and have them read out. You can record **voice messages** via the telephone or simply upload a .wav file. You can also take advantage of our **message templates** for quick implementation.

Special functions

- Voicemail/alert by telephone: the message that was recorded by the caller is played.
- Call taking and switchboard
- Monitoring (watchdog): expected sign of life at a defined time or interval

For more extensive requirements with respect to alerts and crisis management

As a web-based service, **FACT24** supports you with the prevention, management and follow-up of critical events. Find out more about the leading product for global alert and crisis management on our website **www.fact24.com**.

Security

- 2 data centres that are geographically separate
- Redundancy with respect to systems, Internet connection, landline and mobile network providers
- Emergency power supply and cooling
- Data retention

Main functions

Communicate with individual people or groups about important events. Alert your recipients in a staggered manner or simultaneously and receive confirmations of receipt.

In the event of **staggered SMS alerts** with an escalation function, eCall express persists until a responsible person reacts. This means that important messages do not go unnoticed, but without simultaneously disturbing lots of people without good reason.

Through a **receipt confirmation**, the recipient confirms that they have received a message. This gives you complete certainty about whom you have contacted and when.

bsi. ISO/IEC 27001 Information Security Management