



ALERT MESSAGING

FOR YOUR URGENT SITUATIONS

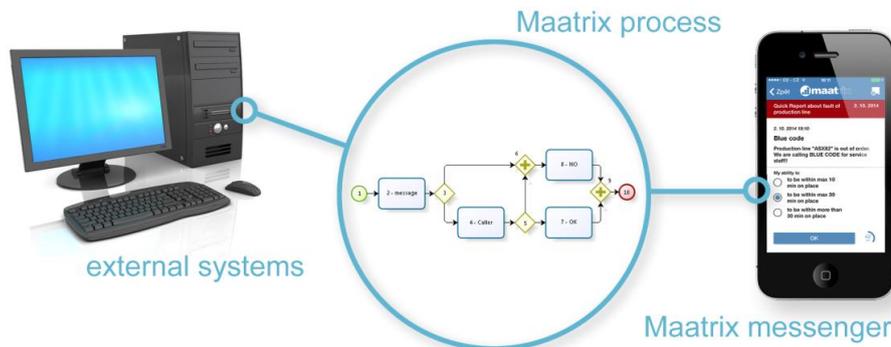
Are you ready for an emergency situation?

In emergency situations, minutes are decisive – small and large damage, success or failure, satisfaction or dissatisfaction of your customers, health and sometimes even life depend on them.

Quick response, informing the right people, escalation at the unavailability, or adherence to standard or emergency communication procedures. Are you sure that you do not have any problems?

We will create a smart pager with your phone

From mobile phones, Maatrix will create a modern smart pager that enables quick and effective communication with users who cannot be at their computers at given time.



In case of an alert, your system (be it a surveillance system, SIEM, SCADA, HelpDesk, access or security system, or any of many others) runs a communication procedure via an interface on the Maatrix server. This procedure sends messages to users' mobile phones according to the predefined scenarios, and subsequently, the procedure manages and then, based on the users' responses, sends back results of the whole process to your system.

The quickest two-way IT notification

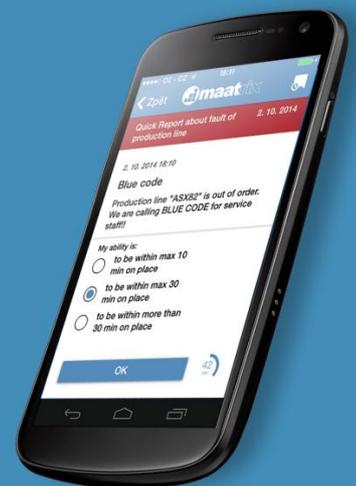


Unlike standard IT notifications (email, SMS, social networks, etc.), the Maatrix is directly designed for mission-critical applications.

Two-way communication, messaging on mobile phones within a matter of seconds, highly audible acoustic notification of new messages, on-line overview of the transmitted message status and immediate escalation in the case of unavailability, possibility of verifying the user's identity – these are some selected advantages of using Maatrix IT notification.

Basic features of the system

- *Emergency two-way communication system*
- *Messaging to mobile users within a matter of seconds*
- *Cloud solution – no installation, no initial investment*
- *Complete administration and operation via web*
- *Ready-made solutions – possible setting and deployment within 10 minutes*
- *API for easy connection of external systems*
- *Communication based on communication scenarios*
- *Synchronization of messages for users on multiple devices*
- *Free version available, paid versions from € 10 per month*



The Maatrix mobile applications for these platforms





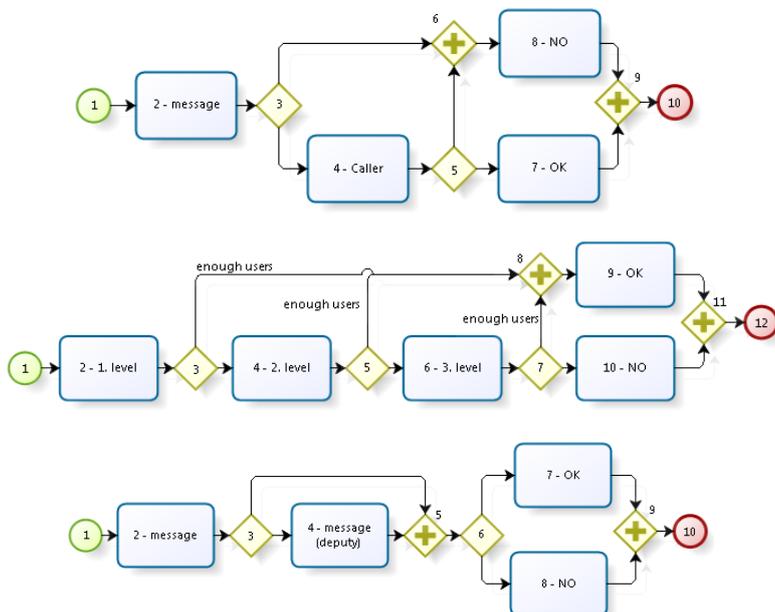
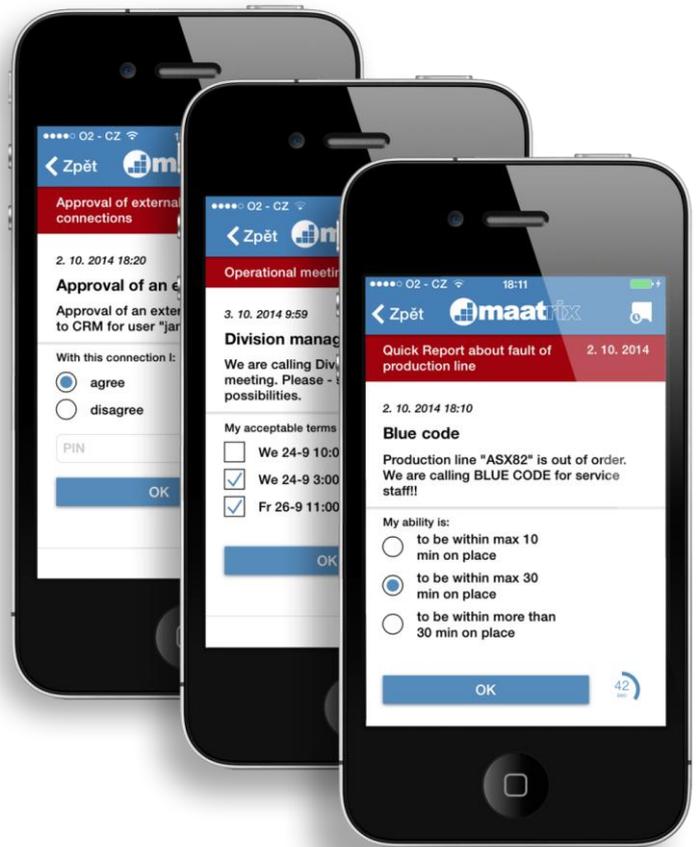
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How does the Maatrix system work?

A special **mobile messenger** that serves as a universal communication tool of the system and that combines the features needed for machine-person communication is the first part of the Maatrix system:

- Rings and reacts as a phone call (but without voice communication)
- Information is transmitted via clear (but very sophisticated) message
- Each message may provide a user with the prepared answers
- It is possible to request a confirmation of a user's PIN
- For a user, the message may be synchronized for several phones
- The messages from one event are connected into one unit, the so-called dialogue, by the users



The **cloud part** is the second piece of the Maatrix system that provides definition and communication services operation. Communication services are processes defined by the BPMN standard and are tailored to specific situations, be it different types of authorization, informing users, negotiating terms, convening personnel, etc.

In this section, a communication service is possible to select, modify it according to one's needs and then run directly from a web environment.

Then, this section provides communication with the system mobile messengers, through which it reaches users within the communication process, waits for their response and accordingly manages the following steps.



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Examples of possible application of the Maatrix system

The Maatrix notification system can be used in all situations where you need to repeatedly communicate quickly with mobile users, when it is necessary to make sure that the user has received information and when it is necessary to determine their response to this situation. The examples of application include:

SIEM systems: immediate response to an incident – providing competent users with information that an event occurred.

Surveillance tools and security systems: addressing users and detection of capabilities of their reactions during a critical incident.

SCADA systems, measurement and control: responses to exceeding critical parameters of the monitored variables, responses to non-standard waveforms of measured profiles, etc.

Industrial automation systems and production management: urgent addressing of responsible personnel during technology or energy failure, approval of temporary system shutdowns.



Hospital information systems: the transmission of information of statim examinations, convening trauma teams, rapid ensuring support teams.

HelpDesk tools: urgent addressing of a service team and ensuring an escalation in the case of unavailability when adopting Trable Ticket of a high priority and short SLA.

Dispatching systems: addressing and management of personnel according to the communication procedure.

Project management tools: the convening of operative meetings, delegating tasks quickly.

ERP systems: the approval of process procedures, e.g. Reconciliation of invoice payment, convening operative meetings.