

SMS Messaging

Help your staff reduce the number of devices they carry

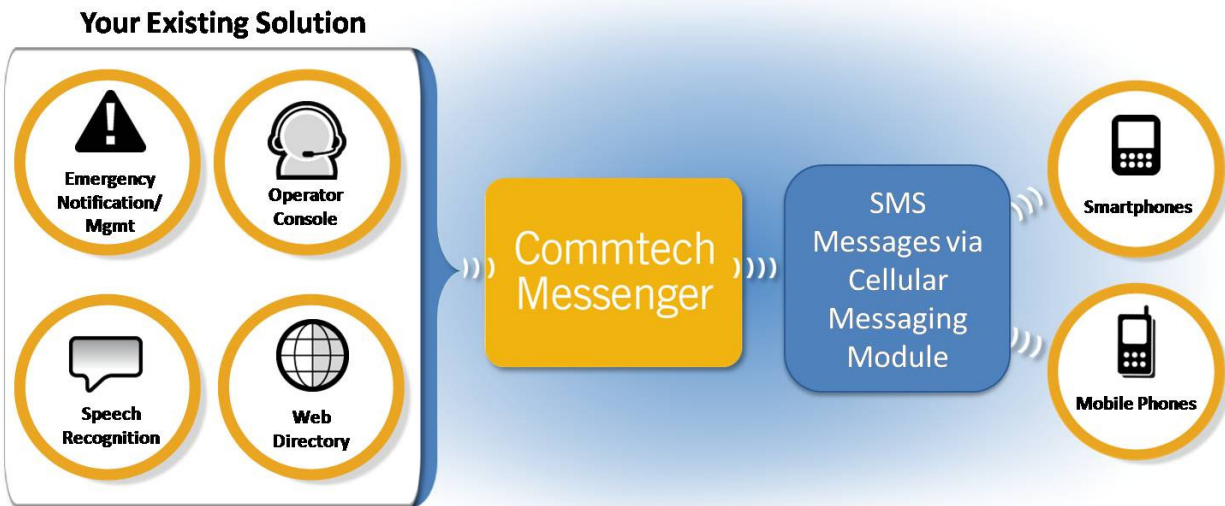


The highly mobile staffs at many hospitals today are carrying multiple communication devices to receive time-sensitive messages. This has become a major problem for the staff members juggling too many devices. IT teams are also struggling to support multiple carrier protocols, keep track of which employee has which carrier, and deal with the serious issue of delivery latency for SMTP messages going to cell phones.

To help you take fast action toward reducing these complexities, Amcom Software now offers an easy way to send SMS messages to your staff members on their device of choice. This is possible by using your current Amcom, Xtend, or SDC application(s) to cost-effectively and reliably communicate with staff using common carrier phones.

Reduce the Number of Devices Your Staff Carries

Simplify carrier management	<ul style="list-style-type: none"> • Compatible with devices offered through any carrier network • Eliminate the need to update the system when carriers change protocols or when staff members change their carriers
Communicate with recipients on their preferred cell phone	<ul style="list-style-type: none"> • Leverage the flexibility to communicate using each staff member's device of choice • Eliminate the need for the majority of users to carry multiple devices
Keep costs in check	<ul style="list-style-type: none"> • Scale cost-effectively to handle larger message volumes as needed • Leverage the console, Web-based directory, emergency notification, and/or speech recognition solutions already in place as the basis for your SMS messaging



How It Works: Operators can now leverage their console, Web directory, emergency notification, or speech recognition applications to initiate an SMS message. They simply click the appropriate icon and type (or speak) the message. Commtech Messenger receives this information and sends it to the Cellular Messaging Module for translation. This module then distributes the message to the recipient or group on each individual's preferred device.

Behind the Scenes: What's Included in the Solution Bundle

Software

- Interface software that extends your current Amcom, Xtend, or SDC solution
- Commtech Messenger

Hardware

- Standard Commtech Messenger Server
- One Cellular Messaging Module

Services

- System configuration
- Onsite installation
- Project management

Additional Details

- The baseline bundle has been benchmarked to deliver one SMS message to one recipient every second
 - Messages sent to multiple recipients are queued by the system and sent as individual messages
- Higher throughput is available by adding additional Cellular Messaging Modules to the bundle

Requirements for Your Organization

- The Cellular Messaging Module leverages the same cellular technology backbone as a cell phone
 - Full common carrier coverage is needed within the facility
- Sending messages requires that each Cellular Messaging Module installed:
 - Has been fitted with a GSM SIM card
 - Has an associated data plan: AT&T or T-Mobile, or regional carrier with GSM
- Your organization is responsible for purchasing the SIM cards and corresponding plans



What is Commtech Messenger?

Commtech Messenger is a powerful messaging system that provides the messaging backbone for critical alarm and event management in thousands of hospitals today.

In addition to providing SMS messaging capabilities, this application features a high level of interoperability with disparate alarm and communication systems. These can include point-of-care systems such as nurse call, patient monitoring, pulse oximetry, ventilators, and infant abduction, as well as safety systems for fire, security, and building management, and others. Commtech Messenger provides a common platform for linking these systems and their alarm notifications to both your existing Amcom solutions and the mobile communication devices carried by your staff.

Commtech Messenger allows the right people to take fast action, improving patient care and safety. The system is also an investment in the future of technology for critical alarm notification and the ever-changing communication device requirements of your staff.