

Powerful emergency notification technology when you need it most.

Send critical alerts to recipients at any time, using any device, and get the response you need. Assurance^{NM} Alerting and Mobile Services from Sungard Availability Services (powered by Send Word Now[®]) leverages a variety of communication methods to transmit tens of thousands of voice and text messages in minutes. The Assurance^{NM} communication solution is built on an award winning platform that is used by both public and private sector organizations worldwide, offering them market leading capabilities and superior performance which Sungard AS customers can rely on.

Assurance^{NM} offers the features you need to meet your organization's unique communications requirements. Tailor your service with a variety of standard, selectable features. Or, enhance it further with our integrated and proprietary options for incident management, IVR, desktop and mobile alerting. Implementation is fast and painless, and the service is designed to be easy to use.

Reliability you demand

Your notification system must work when called upon. The Assurance^{NM} service is unmatched for reliability and availability. We offer a 100% Uptime Guarantee as part of our robust service level agreement, giving you more confidence, better results and greater peace of mind. By choosing Assurance^{NM}, you're aligned with the only emergency notification vendor to have an International Affiliate Testing Network in place to monitor ongoing infrastructure capabilities globally.

Security you expect (and more)

Information security is critical in today's world. Assurance^{NM} invests heavily in feature development and infrastructure protection to ensure your data is safeguarded. As a result,

we have attained SSAE 16 SOC 1 Type 2 and DIACAP certifications, ensuring compliance with rigid data security controls and U.S. Department of Defense standards. Other security measures within the service include data encryption at-rest and in-transit to the service, two-factor authentication, and Single Sign-On (SSO) capabilities, to name a few.

Mobility you require

There's a reason why emergencies are emergencies. Disasters don't occur in ideal situations and rarely is anyone at their laptop or safe in their homes when incidents happen. Assurance^{NM} allows you to alert employees, customers, and other stakeholders and get critical feedback you need anytime via an iPhone[®], Android[®], or BlackBerry[®] mobile device. From within the mobile apps, system administrators can:

- Create and launch notifications to existing contacts and groups
- Add response options to an alert
- Append conference call information to any message
- Launch existing predefined scenarios
- Access call history reports and statistics

When seconds and minutes count, Assurance^{NM} delivers.

Support you appreciate

Assurance^{NM} has built a solid reputation on real, effective and helpful customer support. We offer assistance 24 hours a day, 7 days a week, 365 days a year. Our highly skilled Customer Support Team will answer your detailed questions and solve your problems quickly.



The Assurance^{NM} difference

Feature rich

- 100% Uptime Guarantee
- Multiple, geographically-dispersed data centers
- Active-active data center configuration
- International Affiliate Testing Network to monitor global infrastructure capabilities
- VoIP/SIP technologies for scalability and resiliency

Extremely reliable

- Easy web and mobile user interfaces
- Detailed audit trail reports
- Alerting in many languages and dialects
- Map-based notifications
- Smartphone apps for initiating alerts on the go

Highly secure

- SSAE 16 SOC 1 Type 2 certified
- DIACAP certified, (U.S. Department of Defense)
- At-rest and in-transit data encryption
- Two-factor authentication capable
- Single Sign-On (SSO) capable

Well supported

- 24x7x365 customer support
- HDI certified support center
- Staffed by technical experts

Ideal uses

- Business continuity and disaster recovery
- IT alerting & response
- Public safety threats
- Enterprise-wide communications
- On-demand conference calls

Alert initiation



Assurance^{NM} Mobile Services for iPhone®, Android® and BlackBerry® devices make launching on-the-go notifications quick and easy.

Alert confirmation



Receive crucial feedback from recipients. Add a question and response options to the alert.

Assurance^{NM} is part of the Assurance^{CM} business continuity suite. To learn more about how clients are transforming and integrating their continuity, resiliency and emergency notification programs, visit www.sungardas.com.

About Sungard Availability Services

Sungard Availability Services provides managed IT services, information availability consulting services, business continuity management software, and disaster recovery services.

To learn more, visit www.sungardas.com or call 1-800-468-7483 or outside the U.S. +1-610-768-4120

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