beConnect™ BSM

A Cross-Channel Communications Solution

ncs
making IT happen

Sending time-critical messages to targeted business functions during and after an emergency situation is vital in business continuity. Implementing an intelligent and reliable emergency notification solution helps reduce downtime and support business resumption following an unexpected disruptive event.

NCS' Business Continuity solution provides an end-to-end service that enables organisation to be BCM-ready.

beConnect™ BSM enables users to:

- Send time-critical messages to employees and customers through various channels (Eg: SMS, email, mobile push notification, interactive voice response) and allow recipients to respond to the messages in a secure fashion.

Instantly communicate with any registered users through:

- One-to-One messaging
- Open group and Closed group messaging

- Access the **most up-to-date BCM information** anytime, anywhere using their preferred mobile device.

- **Monitor notification status** for different scenario using mobile or web-based dashboard.

Our solution leverages on Cloud Computing technology and provides scalability and high availability. It comes with both iOS and Android applications to enhance the convenience and end user's experience.

Challenges

- Lacks simple and easy-to-use cross-channel communication tool like the Call-tree setup for SMS, email, mobile push notification, interactive voice response.

- Inability to facilitate real-time collaboration of response from all communication channels.

Solution

- NCS beConnect™ BSM (Business Service Management) is a cross-channel communication solution for organisations to reach and interact with customers and employees instantly. It is a consolidation of business critical processes onto one, hosted and managed platform.

Benefits

- Easy and fast Call-tree setup for various channels of communication.

- Enable collaborations and communications between various parties.

- Supports various activities such as crisis planning and incident testing.
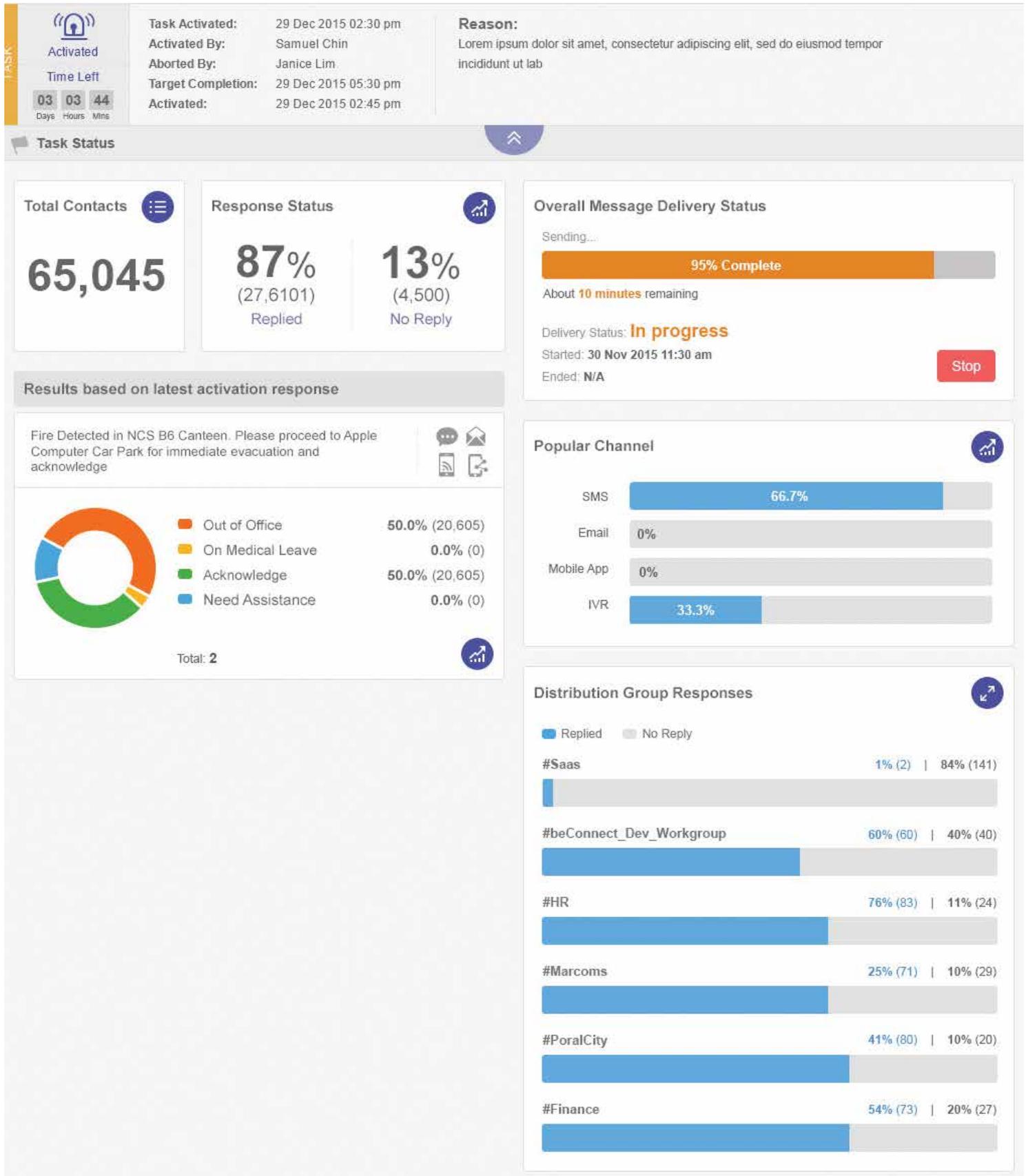
Key Features

- **Contact profile and Contact group management** support bulk import of contacts and next of kin information; keeping high volume of contacts information up to date.

- **Built-in Call-tree capability** allows organisation to reach their contacts in an efficient and orderly manner.

- **Multi-channel notifications enable** users to rapidly reach targeted business functions via SMS, email, mobile push notification, interactive voice response.

- **Web-based system** enables users to customise communication plan based on scenario and initiates critical notifications to targeted business functions.

- **Allow access to most up-to-date** business continuity information and documents on the move using preferred mobile device.

- **Broadcast message** to provide constant updates on the incident/ potential disaster or to send life-saving instructions to targeted group of people.
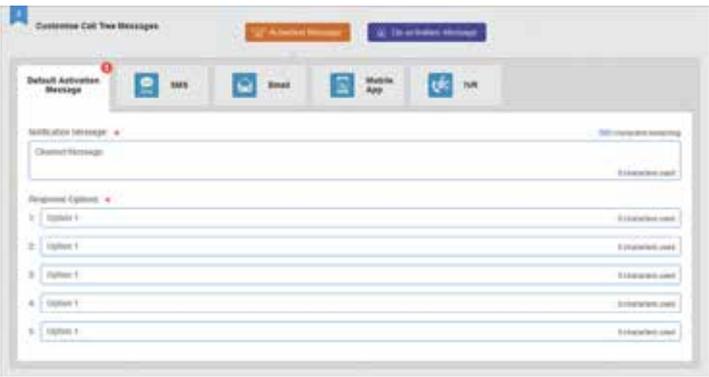
- **Dashboard** displays real-time updates for scenario monitoring during an emergency or planned business continuity exercise. Response data collected will be transformed into meaningful real-time data on the dashboard.

TASK

Activated

Time Left

| 03 | 03 | 44 |
| Days | Hours | Mins |

Task Activated:	29 Dec 2015 02:30 pm
Activated By:	Samuel Chin
Aborted By:	Janice Lim
Target Completion:	29 Dec 2015 05:30 pm
Activated:	29 Dec 2015 02:45 pm

Reason:
Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor incididunt ut lab

Task Status

Total Contacts

65,045

Response Status

87% (27,6101) Replied

13% (4,500) No Reply

Overall Message Delivery Status

Sending...

95% Complete

About **10 minutes** remaining

Delivery Status: **In progress**
Started: **30 Nov 2015 11:30 am**
Ended: **N/A**

Stop

Results based on latest activation response

Fire Detected in NCS B6 Canteen. Please proceed to Apple Computer Car Park for immediate evacuation and acknowledge

	Out of Office	50.0% (20,605)
	On Medical Leave	0.0% (0)
	Acknowledge	50.0% (20,605)
	Need Assistance	0.0% (0)

Total: **2**

Popular Channel

SMS	66.7%
Email	0%
Mobile App	0%
IVR	33.3%

Distribution Group Responses

Replied   No Reply

#Saas	1% (2)	84% (141)
#beConnect_Dev_Workgroup	60% (60)	40% (40)
#HR	76% (83)	11% (24)
#Marcoms	25% (71)	10% (29)
#PoralCity	41% (80)	10% (20)
#Finance	54% (73)	20% (27)

- **Seamless integration to NCS beConnect™ Share**
  An enterprise messaging solution which allows employees to be able to quickly and securely collaborate with anyone within the organisation.

  It is a simple and easy to use communication app that allows users to exchange information in a form of simple **text, photograph, videos, location, contact information and pdf files**.
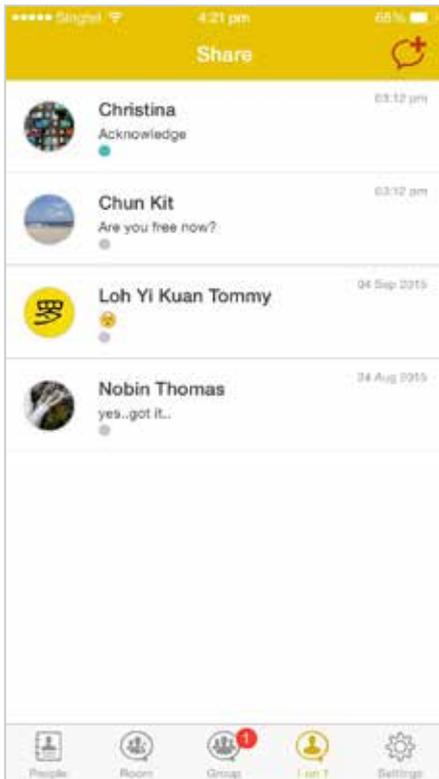
  In addition to One-to-One messaging, there are two types of messaging groups:

  - **Closed group (Room)** is a private group which is pre-defined and maintained by users with administrative rights.

  - **Open group (Group)** allows any registered users to create and invite others to join their group.
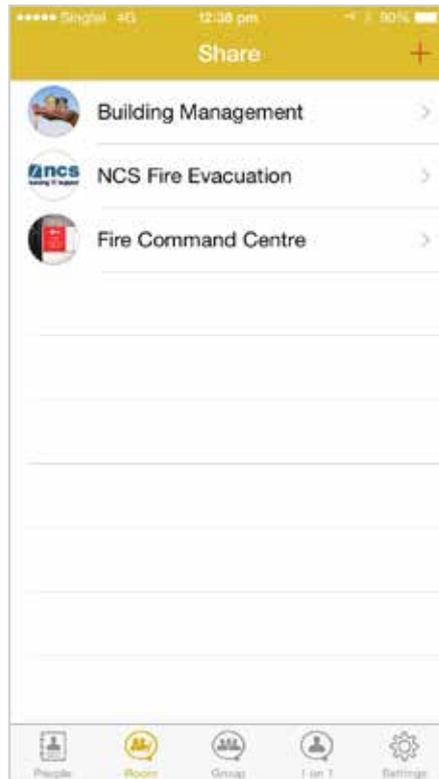

With this mobile app, user can create structured questionnaire (Poll, Preference) and open-ended questions on the fly to gather live feedback on mobile app. Responses collected are translated in graphical form which is accessible using desktop and mobile browser.
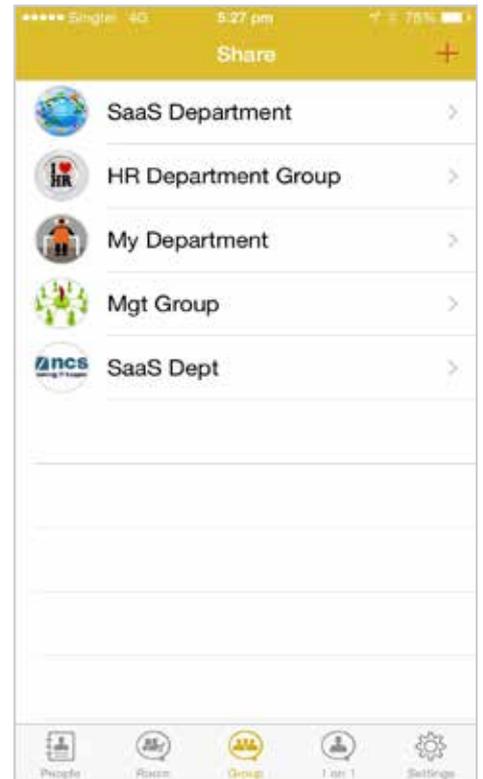
One-to-One	Room	Group