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itrezzoAgent EPS™

Crisis management, disaster recovery, and emergency preparedness all begin with a cohesive set of plans and effective communications. That's why itrezzoAgent Emergency Preparedness Software (EPS) allows you to effortlessly push your vital plans and critical contact information to hundreds—or even thousands—of mobile devices.

In any urgent situation, being able to contact the right people, right away can save businesses—or even lives. The itrezzoAgent EPS package keeps your organization's mobile devices up to date with critical information you need for every aspect of emergency preparedness.

Emergency responders and those responsible for business continuity are choosing BlackBerry® handhelds and smart phones to deal with emergencies. With a special focus on BlackBerry for the last five years, itrezzo has helped many organizations push vital contact information to the people who truly need it, ready to use when disaster strikes. EPS even automatically updates itself when contact data changes. No wonder the Pentagon, the Federal Communications Commission, the Department of Veterans Affairs, the Army Corp of Engineers, and cities throughout the Southeast have included itrezzoAgent EPS in their business continuity (BC) and continuity of operations plans (COOP).

Try Emergency Preparedness Software FREE for 30 days.

Works with leading mobile devices

EPS works with all models of BlackBerry handhelds, plus PDAs and cell phones that synchronize with Microsoft® Outlook.® So whichever mobile devices your personnel use, itrezzoAgent EPS can keep them informed. Best of all, it has no client software, so deployment is easy. And there's no need to keep rolling out software updates to hundreds or thousands of mobile devices. Just install EPS server software, and it's ready to keep your personnel up to date with critical contact information and emergency documents.

Automates contact management

Every day, people in your organization change their BlackBerry PINs; Nextel® Direct Connect® IDs; cellular, pager, and landline phone numbers; and so on. Now, you can rely on itrezzoAgent EPS to automatically update that information on mobile devices. On a predetermined schedule, EPS updates user contacts stored in mailbox servers throughout your organization. Individual devices automatically receive the information. Of course, itrezzoAgent EPS gives you full control over information privileges to ensure that only authorized people receive sensitive contact information.

Streamlines information gathering and dissemination

A primary benefit of itrezzoAgent EPS is that it gathers and stores information from many repositories. It consolidates that information and sends it to handheld devices throughout your organization. On a predetermined schedule, EPS checks for new contact information and distribution lists on Microsoft® Exchange, Active Directory,® and SQL servers, and other trusted sources. It can also gather information directly from users through the automated Self Service Update feature. EPS then updates users' mobile mailboxes with the new information, also on a schedule of your choice.

Scales to keep all your users up to date

A single itrezzoAgent EPS server can update approximately 5,000 mailboxes during off-peak hours of your network. If you have more than 5,000 users (or a shorter overnight update window), deploying EPS on multiple servers will allow multiple update processes to run simultaneously. A distributed EPS system will also offer higher availability, lower network loads, and geographical WAN optimization. The bigger your enterprise, the better your ROI on itrezzoAgent EPS.

The itrezzoAgent™ Administrator manages users, mandatory contact lists, and Self Service Updates. It displays at any administrative workstation a consolidated view of all handhelds in your organization and global contact statistics.

Additional features

Mandatory Contact Lists ensure that key personnel get critical contact information. With a simple rule, an administrator can automate distribution of Mandatory Contact Lists to hundreds or thousands of mailboxes, all from a central console.

Mandatory Notes allow you to push Microsoft Outlook Memo notes containing key emergency documentation to any number of mailboxes.

Browser URL Channel Push creates an icon on designated BlackBerry handhelds that caches web pages containing critical emergency procedures and information.

PIN Distribution Lists enable emergency coordinators to send peer to peer messages to a large group of handheld users even if the email or BlackBerry server is down.*

Disaster Recovery Check Lists support wireless field updates about the progress of your recovery efforts, reducing nonessential voice communication and improving the efficiency of your emergency response teams.**

Evacuation Roll Call permits wireless collaboration between emergency coordinators to consolidate evacuation procedures with up-to-date personnel rosters.**

Access Control Lists ensure that senior managers always have essential private contact information while protecting it from general access.

Desktop Notification System optionally extend EPS capabilities to every networked computer in your organization with a low-impact desktop client. Administrative personnel may send directed broadcasts to desktop users. Desktop Client also provides easy access to emergency contact lists, checklists and emergency documentation.

Self Service Update automatically reminds users to verify and update their urgent contact info. (optional)

Custom Alerts allow IT personnel to define special alert actions on users' BlackBerry devices. For example, the alert module can play a unique ring tone when a message is received from the emergency operations center.*

SQL Database Connector provides access to additions, deletions, and changes to contact information stored in external databases.

Public Folder support enables any Outlook Contact folder or Outlook Memo notes to be read as a data source for EPS.

BES Auto DL automatically creates Active Directory distribution lists (for Mandatory Notes, Browser URL Channel Push, etc.) from the actual membership of your BlackBerry Enterprise Servers. BES Auto DL is a valuable tool for sending email messages or PIN Distribution Lists to BlackBerry users, and for enabling Mandatory Contact Lists.

Automatic provisioning streamlines management by creating new EPS accounts when new users are added to your BES.

Specifications

System requirements

Microsoft Windows® Server 2003 (preferred), Windows 2000, or Windows XP

• Intel® Pentium® 1-GHz or higher processor

• 512 MB of RAM

• 2 GB to 10 GB of available disk space for logging (depends on number of users)

• Recommended: a dedicated server or virtual machine. EPS can also be installed on the BlackBerry Enterprise Server or Microsoft Exchange Server. The EPS administration console can be installed on any workstation used by technical team members.

• Scalability achieved by running the itrezzoAgent on additional servers. Each EPS server can typically update 5,000 mailboxes.

• A dedicated mailbox and permissions that allow the service account to read, create, and update mailbox information

• Self Service Update feature requires Microsoft® Internet Information Server with ASP.NET and the Microsoft .NET Framework

Compatibility and performance

• Works with all BlackBerry models

• Works with any other PDA, etc. that can synchronize with Microsoft Outlook

• Supports Microsoft Exchange 5.5, 2000, and 2003, and all versions of Outlook

• Offers full support for running on virtual machines, and on BlackBerry Enterprise Server

* Requires installation of a Java applet for users who need this feature.
** Scheduled availability 3Q 2008.

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