

Public Sector Case Study

City of Casper automates its emergency communication process with SA-Announce notification software and recognizes 20x faster activation time

“We experienced an issue where we had a shady gentleman hanging around one of the buildings. It turned into a larger thing where the police showed up. That’s when we realized we needed a way to notify everyone within the facility what was going on in order to keep everyone safe,” explained Chad Edwards, Network Administrator for the City of Casper.

In 2013, the City of Casper reached out to its trusted reseller of 14 years, [Venture Technologies](#), to help solve its communication challenges. “When the city came to me with their needs for paging and emergency notification, Syn-Apps was without a doubt the first thing that came to mind,” said Brandon Goodwin, Account Manager for Venture Technologies. “I have had many success stories with Syn-Apps and their different products over the years and, as usual, they did not disappoint.”

Before investing in a unified notification solution, there was a lack of communication between departments spread across 15 buildings throughout the city. “Sometimes, departments would send a follow-up email a few days later letting everyone know what had happened,” Edwards described. Wendy Thornton, IT Technician II for the City of Casper, sends notifications on behalf of the IT

department when incidents occur. “Formerly, we would call the main number at each facility to verbally relay the issue, such as a network outage,” Thornton explained. Before deploying SA-Announce, this manual process would take the IT department an average of 20 minutes to complete.

Syn-Apps and Venture Technologies helped the City of Casper drastically improve its notification process. The City now uses SA-Announce to send alerts to its Cisco IP phones when a situation occurs. What used to take the IT department 20 minutes to communicate, now takes a matter of seconds to activate SA-Announce and notify personnel. This helps improve situational awareness, safety, and operational efficiency throughout the entire organization.


“I don’t have a lot of interaction [with Syn-Apps or Venture Technologies], because I don’t need it! We got everything set up and it just works. My communication [with them] is mainly about how we can expand our solutions, not regarding issues, because there are none!”

- Chad Edwards

Network Administrator, City of Casper

Looking Forward

The City of Casper is evaluating alternative IP solutions to replace its antiquated analog panic buttons with a more cost-effective solution. The current system is expensive to repair and relies on a third-party dispatching service to contact first responders when panic buttons are activated.

Combining SA-Announce with IP panic buttons would save the City a significant amount of money in the long run by reducing repair costs and eliminating recurring fees from third-party services. Syn-Apps and Venture Technologies will continue to work cohesively with the City of Casper to expand their mass notification capabilities. 

Immediately notify personnel in various locations during a critical situation with SA-Announce!

