Government Case Study
Wisconsin city deploys mass notification software in its City Hall building

A city[*] located in eastern Wisconsin prides itself on being a safe, secure, and friendly hometown for residents and visitors. To maintain this reputation, the City determined they needed a solution to quickly relay information to the appropriate city officials when critical situations occur within their City Hall building. By leveraging technology, the public entity was able to meet their communication safety initiatives.

The City first deployed Syn-Apps' SA-Announce mass notification software with their ShoreTel UC (unified communication) system in 2013 to facilitate various communication needs within and across departments.

"We have it tied into our panic button system," explained the City's Information Systems Director. "If a panic button is pushed within City Hall, an alert is sent to all [ShoreTel] phones in City Hall, and to computers in dispatch, and MDCs in all squad cars." The City also has SA-Announce configured to send alerts in the event of severe weather watches and warnings. "We are very happy with SA-Announce," he concluded.

Notification Solutions for Government

It's common for public entities to have resiliency and communication plans in place to receive additional funding. Mass notification systems are an efficient tool for quickly communicating critical information when a situation occurs.

Notification software helps organizations streamline communication processes by converging disparate communication systems – like IP phones, digital signage, panic buttons, CAP-enabled devices, hallway speakers, clocks, or mobile devices – into one platform. Consolidating solutions helps to simplify system management, reduces human error, and ultimately helps to facilitate safety initiatives.

Quick Facts
- Syn-Apps is entrusted by 250+ government entities
- SA-Announce can simultaneously broadcast to thousands of endpoints and is compatible with Cisco, ShoreTel, Avaya, and SIP call control systems
- SA-Announce integrates with IP endpoints enabled across the network, MDCs (Mobile Device Computers), mobile devices (smartphones & radios), and can receive and originate CAP (Common Alerting Protocol) alerts

*We have removed our customer's name to protect their privacy

CASE STUDY