HipLink

Powerful Wireless Applications for Today's Energy and Utility Companies

HipLink uses the latest in paging technology to mobilize key personnel across departments, agencies, and geographies. Complete fail-over and redundancy to ensure critical message delivery all the time — every time.

A difficult challenge facing today's organizations is defining how to use wireless paging communication in a way that provides both consistent daily operational value and comprehensive incident management in an emergency. Utility and Energy organizations need to be able act on information coming from a variety of sources to communicate from a call center desktop or computer dispatch system to multiple departments including on-site employees, field service technicians, maintenance crews and outside agencies to better serve a variety of constituents. Not only is HipLink a powerful desktop software solution, but it also integrates seamlessly into any software application to leverage existing investments to provide effective wireless connectivity and alerts.

HipLink helps an organization bridge the wireless gap among internal and external groups. Using proven and powerful technology, HipLink provides SMS text and voice messaging capabilities to any wireless device including pagers, cellular telephones, PDAs, land-line telephones, fax machines, and even desktops for complete communication across all levels. Automating key alerting functions that target the right person or group with relevant information results in significant cost and time savings. Additionally, HipLink incorporates advanced features that allow distributed administration of the system, automation for sending alerts and executing escalation, and powerful two-way communication. HipLink resides within an existing network infrastructure and conforms to the tightest security measures to provide a secure, robust wireless platform. paging with advanced message filtering and grouping features.

BENEFITS

- Faster response times to emergencies

- Reduce time to respond to and dispatch field service personnel

- Easy communication with partners, vendors or suppliers

- Maximum message delivery reliability

- Mobilize any size group instantly

- Operational efficiencies for increase in profitability

- Automatically mobilize personnel from multiple departments, agencies, states or offices

- Prove compliance with regulatory requirements

- Reduce paging costs and lower overall total cost of ownership

- Available as a premise, hosted service, or a combined hybrid solution

HipLink services a wide variety of requirements and helps to protect an organization's investment by keeping current with any and all potential network and device future changes.

USAGE OPTIONS:

- **Application Integration** for broadcast messages or automatic alerts to on-call personnel. Full two-way access with IT Systems, Operational software, Environmental monitors for field equipment and SCADA system alerts.

- **Business Continuity / Disaster Recovery** applications to execute plans faster and more reliably

- **Equipment Alerts** let staff know when environmental thresholds have been exceeded

- **Emergency Communication** for executing or activating any response scenario anytime from anywhere

- **Supply Re-Distribution Selling** excess electricity though a network or putting out a buy request

- **Call Center Dispatch** for trouble reports and updates to field personnel

- **Building Management Systems** to give automatic alerts from fire safety systems and building systems

- **Emergency Mobilization** of personnel and equipment mobilization during severe weather conditions

- **Regulatory Compliance** tracking communication and proving response

- **Interoperability Solutions** for secure communication with outside agencies, organizations and stakeholders

KEY FEATURES

- Advanced Communication Protocols — native protocols with no dependence on email

- Voice and IVR — full functionality for delivery to any phone line with TTS technology

- Easy Access — fully web-based for universal access

- Two-way Messaging — empowers mobile responders to: confirm messages, request additional information or personnel, check the status of equipment and facilities, from anywhere, any time

- Powerful Grouping — can mobilize any size group instantly. "On-duty" groups and departmental permission policies are easily defined in HipLink scheduling facility.

- Message Escalation — escalates messages or alerts messages to a defined group of users automatically until they are acknowledged and received

- Distributed Administration — the system can be divided into logical business units for easy administration by smaller groups

- Secure Environment — with extensive user permissions, advanced LDAP and multiple layers of encryption

- Scalable Architecture — accommodates any message or speed required

- Reporting & Logging — status of critical message delivery to the Carrier and to the Receiver are recorded by the system and reflected in robust reporting facility

Building a standard wireless solution is not enough for mission-critical applications. To satisfy the demands of Utility personnel, a wireless paging solution must be reliable, robust, and secure to perform at the highest standards. HipLink is designed and built with best-of-breed technology from an industry leader in wireless paging communications.

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