

Orchestrating a brighter world

NEC

# MobiCall®

Integrated Event & Alarm Management  
for Personal Safety and Mobilization

[www.nec-enterprise.com](http://www.nec-enterprise.com)





## Contents

- 3 What is MobiCall and how it helps
- 4 Operational Excellence in critical situations
- 5 Hospitality
- 6 Healthcare
- 7 10 Reasons for MobiCall

## Reliable and clear communications, when every second counts

Getting the message – immediately, to the right person(s) and in the right format – is crucial, particularly in matters of wellbeing and security. Present day requirements and IT based business processes call for an integrated messaging solution supporting alarm notification, emergency calls, mobilization and evacuation, enhancing staff and visitor/guest/patient safety and service levels. While many organizations have a variety of solutions that generate their own set of alerts, notifications and reports, they struggle to prioritize, distribute and present this information in the right format at the right time to the right person.

With MobiCall NEC extends the reach of your existing IT and communications systems by delivering time-sensitive information to the relevant persons and teams, wherever they are. It provides intelligent integration and advanced alarm, messaging and system management in one unique, powerful package.

## What is MobiCall?

NEC's MobiCall is a highly reliable and flexible event and alarm management appliance that manages information, alerts and notifications generated by different sources such as paging and nurse call systems, business applications, fire alarm, building management and workflow systems.

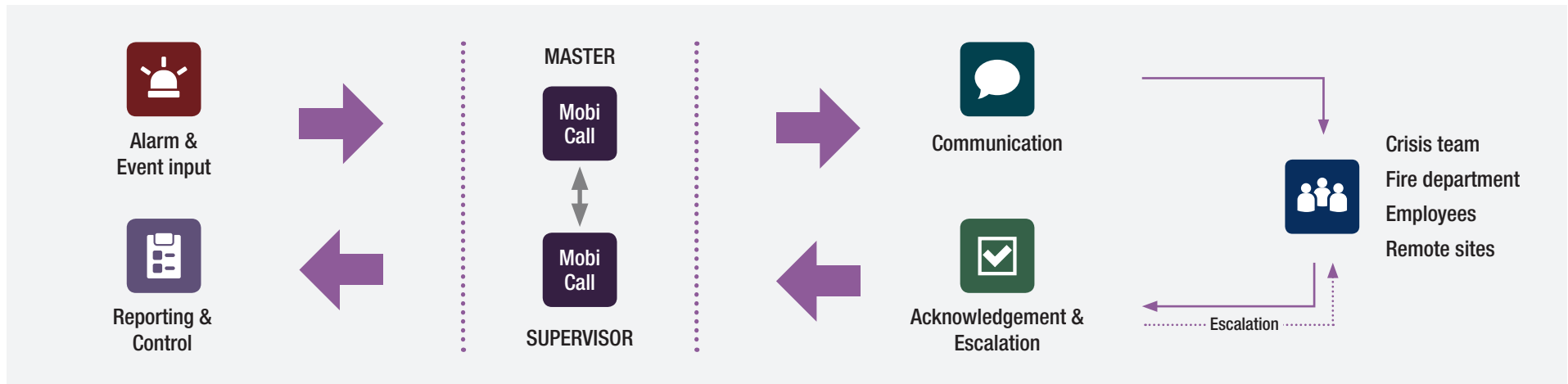
Prioritization per interface or alarm can be configured to define what, when and how an incoming event is processed. This can result in notification to a group or staff member via text or voice messaging to any wired or wireless device - such as DECT, WiFi, GSM and smartphones - and can lead to broadcast an email or sms, switch on a siren, activate a contact and more.

With acknowledgment and escalation options included, MobiCall provides complete and centralized management of critical events. It eliminates confusion in task assignment and ensures a timely response in critical situations. Staff remains connected, receiving relevant information on time and while on-the-go, in order to take immediate action and perform crucial tasks effectively.

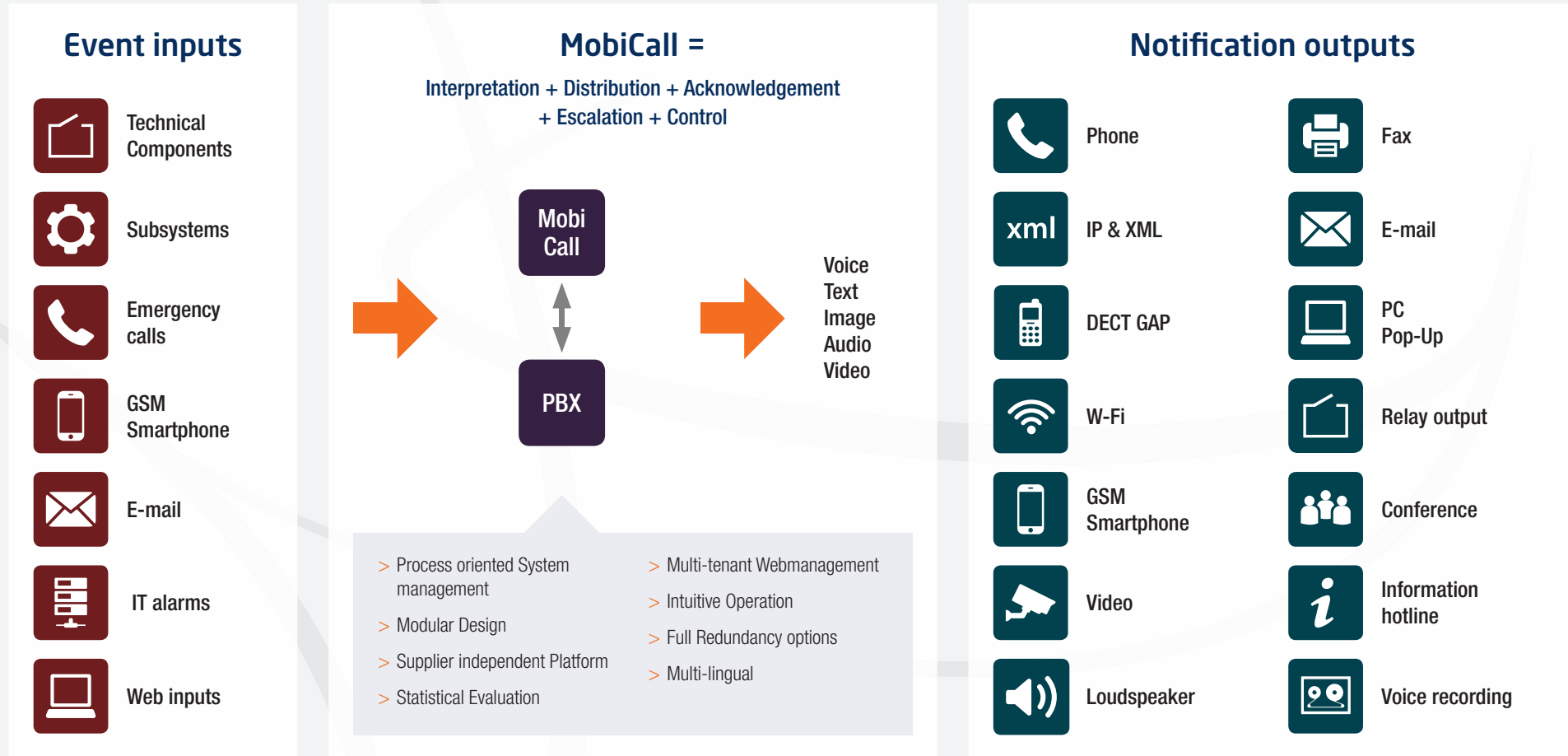
## How does MobiCall help to achieve Operational Excellence?

MobiCall puts everything in place: from detection of an event to dissemination, acknowledgment and processing of the follow-up information. In case of critical events MobiCall helps to achieve operational excellence in the following way:

- > **Alarm & Event inputs:** An event can trigger a signal to the MobiCall Master, either automatically through a subsystem like Building Management Automation or Process Control Engineering, or manually by individual action using e.g. a telephone, an alarm button, a PC or the Internet.
- > **Communication:** Based on pre-defined notification plans and staff schedules, MobiCall relays these event inputs together with possible additional information (such as location) to the relevant persons using PBX extensions, DECT or WiFi phones, smart phones (GSM, SMS), PC clients, e-mail, SNMP etc.
- > **Acknowledgement and Escalation:** For maximum reliability, depending on the event type, a pre-defined person or minimum number of persons in a group must acknowledge an event. When such a rule is not met within a certain time frame, MobiCall can initiate an automated alarm escalation to notify other parties.
- > **Reporting & Control:** MobiCall logs in detail all information for every alarm sequence. The report can be sent automatically or can be retrieved at any time.



# Operational Excellence in Critical Situations



A wide range of functionalities to synchronize your organization's workflow and improve responsiveness



# Hospitality



## Is guest satisfaction and loyalty your top priority?

Building customer loyalty is crucial in the leisure and hospitality industry. Satisfied customers are more likely to return and will share their positive experience with their contacts. With customer comfort and safety a high priority, it is imperative for hoteliers to attend to their guests' needs and demands correctly, swiftly and effectively. And it is their responsibility to ensure the wellbeing of guests in case of emergencies. MobiCall optimizes workflows and processes to the benefit of all.

### Some of the Benefits

- > MobiCall centralizes all communication from all systems and devices, for better monitoring, follow-up and management.
- > MobiCall detects signals from sensors and buttons, from phones and PCs, from PMS, BMS and other applications, and subsequently assigns tasks to key staff members.

- > MobiCall optimizes resource allocation and tracks and controls workflow procedures, which ensures clear communications and can reduce post event analysis in case of emergencies.
- > MobiCall improves personnel effectiveness and reduces latency, enhancing staff and guest safety and delivering better customer service.

### Offering

- > Evacuation plan
- > Task and staff management
- > Access Control
- > PMS, Building Management System and Fire alarm integration
- > Emergency Call
- > Patrol monitoring and Staff protection



# Healthcare

## Is your ICT system alert enough to save lives?

MobiCall is particularly pertinent in healthcare and elderly care especially in emergency situations where a patient's life is at stake. Also staff can be exposed to risky situations or may require immediate assistance when dealing with patients.

### Some of the Benefits

- > MobiCall ensures that when the SOS button on a mobile handset is pressed, or when the handset provides a man-down indication, a central alert is given including escalation via a variety of media.



- > MobiCall can – by localizing the mobile handset sending an alarm – locate the patient or staff member needing assistance and send support immediately to the spot. When IP cams are included the alarm can be accompanied by live imagery showing what's going on.
- > MobiCall is instrumental in helping crisis teams in lock-down situations and to manage patients during unforeseen evacuations.
- > MobiCall can send an alarm to staff if a patient wanders off to prohibited areas.

### Offering

- > Location and wander detection
- > Wireless Communication (DECT, WiFi, GSM)
- > Nurse Call connectivity (ESPA 4.4.4, ESPA-X, TAP)
- > Emergency & Evacuation plan automation
- > Intensive care & Home care monitoring

# 10 reasons to deploy NEC's MobiCall



- 1 Allows you to enrich your ICT system with important extra functionality without jeopardizing existing investments
- 2 Allows you to leverage a variety of information systems crucial to your business process
- 3 Allows mobile staff to remain connected at all times and receive information on-the-go
- 4 Delivers the right message, to the right person, at the right time
- 5 Provides auto-escalation of messages based on pre-defined response or response time-out.
- 6 Eliminates confusion in task assignment and ensures a timely response in critical situations
- 7 Optimizes workflows and processes to the benefit of all stakeholders in any organization
- 8 Supports/Facilitates to act upon all possible alert triggers thanks to its multitude of open interfaces
- 9 Helps your organization to achieve operational excellence
- 10 Ensures that no critical information, messages or alarms are lost or overlooked

## Valuable Pillars on which to Build the Smart Enterprise

NEC combines its advanced technologies, services and knowledge to help ensure the safety, security, efficiency and equality of society – enabling people to live brighter, more enriched lives.

Combining our capabilities and rich portfolios in Communications and IT, NEC can provide government authorities, individuals and enterprises with solutions that cover the full spectrum of their operations. The level of integration between NEC's network, server, storage and enterprise communications solutions highlights the power of these technologies – and reinforces the benefits our customers receive.

Smart Enterprises leverage these technologies to optimize business practices, drive workforce engagement and create a competitive edge. This is how NEC empowers the Smart Enterprise, and why the Smart Enterprise relies on NEC.



### Corporate Headquarters (Japan)

NEC Corporation  
[www.nec.com](http://www.nec.com)

### Australia

NEC Australia Pty Ltd  
[au.nec.com](http://au.nec.com)

### Americas (US, Canada, Latin America)

NEC Corporation of America  
[www.necam.com](http://www.necam.com)

### Asia Pacific

NEC Asia Pacific  
[www.nec.com.sg](http://www.nec.com.sg)

### EMEA (Europe, Middle East, Africa)

NEC Enterprise Solutions  
[www.nec-enterprise.com](http://www.nec-enterprise.com)

**About NEC Corporation** - NEC Corporation is a leader in the integration of IT and network technologies that benefit businesses and people around the world. By providing a combination of products and solutions that cross utilize the company's experience and global resources, NEC's advanced technologies meet the complex and ever-changing needs of its customers. NEC brings more than 100 years of expertise in technological innovation to empower people, businesses and society. For more information, visit NEC at <http://www.nec.com>

10-230-01 November 16 © 2016 - NEC is a registered trademark of NEC Corporation. All Rights Reserved. Other product or service marks mentioned herein are the trademarks of their respective owners. Models may vary for each country, and due to continuous improvements this specification is subject to change without notice.



© Copyright 2016. All Rights Reserved.

[www.nec-enterprise.com](http://www.nec-enterprise.com)