

# Roam Secure Alert Network™ EMA First Responder Edition

Two-way, reliable, interoperable communication for Emergency Management,  
Fire, Police and Homeland Security during daily all-hazards incidents and major emergencies.



## Easy to use, reliable, fast and interoperable

Emergency Management and Public Safety must be able to respond to a variety of challenges from daily incidents to man-made and natural disasters such as 9/11, Hurricane Katrina, earthquakes, floods, winter storms, wildland fires and more.

Meeting this difficult challenge with often limited resources requires technology that is easy to learn, used daily, and delivers emergency information quickly and reliably. RSAN EMA has been built from the ground up over the past six years as a daily communication tool for emergency management agencies in their EOCs, fire and police from their 911 centers, in the field with first responders and for specialty security forces at federal agencies, airports, refineries, colleges and other businesses around the country.

RSAN EMA is a web-based, fully redundant, on-premise or hosted solution that enables authorized personnel to quickly send original, automated or pre-defined alerts to all types of text based devices, voice calls and fax. Information such as "Suspicious package detected in Metro, updates to follow" or "Report to Emergency Operations Center immediately; reply to confirm" are routinely sent to key leadership and disaster response teams in seconds. A typical RSAN EMA customer will send dozens of alerts every day and use RSAN EMA as part of normal, daily operations.

Alert messages are sent simultaneously to each team member's email address, cellphone, pager, and other wireless devices ensuring he/she will receive the alert. Text-based technology worked on 9/11, Hurricanes Katrina and Rita, the Minnesota bridge collapse and other major disasters while voice-based communication failed. RSAN EMA and text alerting have been proven reliable during all major incidents over the past six years.

The system has a feature-rich response tracking capability, roll-based access for separating departments, users, groups and alerts across a single messaging platform. RSAN EMA also integrates with other RSAN systems locally, regionally, state-wide and nationally through RSIX. It can automatically initiate and send a variety of user defined and controlled alerts (weather, sensor feeds, traffic, Amber and more). RSAN EMA is integrated with WebEOC and other CIMS products, GIS mapping, Microsoft Virtual Earth, Computer Aided Dispatch systems and a variety of solutions common to emergency operations and 911 centers.

**RSAN – one click, one solution.**

## Selection of RSAN EMA Customers

**Six years in use and counting**  
**95% customer retention rate**

- ◆ Arlington County, VA, OEM, Fire & Police
- ◆ Washington DC Homeland Security Agency
- ◆ New Orleans Office of Emergency Services
- ◆ San Francisco, CA, OEM
- ◆ Philadelphia, PA OEM, Fire & Police
- ◆ Orlando, FL, OEM
- ◆ Baltimore, MD, Police & Fire
- ◆ Virginia Department of Emergency Management
- ◆ Virginia State Police & National Guard
- ◆ Chester County, PA OEM, Fire & Police
- ◆ Eagle County, CO OEM
- ◆ Fairfax County, VA, OEM, Fire & Police
- ◆ Jefferson Davis Parish, LA, OEM, Sheriff
- ◆ Montgomery County, MD OEM, Police & Fire
- ◆ Montgomery County, PA OEM
- ◆ Newton County, MS OEM, Fire & Police
- ◆ Orange County, FL OEM, Fire & Police
- ◆ San Mateo County, CA OEM, Fire & Police
- ◆ Urban Search & Rescue VA-TF1, MD-TF1, MD-TF2, CA-TF3
- ◆ Metropolitan Washington Airport Authority
- ◆ Medstar Hospital Systems
- ◆ Valero Oil Refinery
- ◆ University of Maryland
- ◆ University of Southern California
- ◆ Villanova University
- ◆ U.S. Department of Agriculture
- ◆ U. S. Forest Service
- ◆ Undisclosed Federal Agencies



# Roam Secure Alert Network Features:

## Reliable

- ◆ Over 90 million messages delivered successfully
- ◆ Enhanced delivery to carriers, networks, and devices (email, text messaging on cell phones, pagers, Blackberry, Instant Messaging, Satellite phones)
- ◆ Confirm user(s) received message via AlertTracker
- ◆ Real-time data mirroring and seamless redundancy
- ◆ Used daily by emergency professionals
- ◆ Proven during 9/11, Katrina and other major disasters

## Fast

- ◆ Reach 18,000 devices per minute per server
- ◆ Urgent notification to Blackberry
- ◆ Priority messaging for key personnel
- ◆ Single interface to alert many groups, devices and systems
- ◆ Quickly group users by building, department, location
- ◆ Quick alerts for predefined text and groups
- ◆ Automated alerts via RSIX feeds

## Easy to use

- ◆ Users self-manage accounts to keep data updated
- ◆ Role-based access, security and management
- ◆ Accessible via any web browser
- ◆ Designed by emergency personnel for emergency personnel
- ◆ Installs on-site, behind firewall for extra security or fully hosted

## Interoperable

- ◆ Enterprise-wide platform for multiple departments on one system
- ◆ Information sharing with Local, State, and Federal RSAN systems
- ◆ Automated alerting (weather, traffic, amber, sensors)
- ◆ Integrated with WebEOC, voice systems, GIS, CAD
- ◆ Works with all cell phones, email, paging, smart phones, IM and other media

## How is RSAN-EMA used?

Advanced dispatch system with pre-formatted alerts

Activate and coordinate emergency management teams

Regular updates during ongoing incidents, such as suspicious package, hostage situation, large-scaled protests, severe weather or terrorist threats

Coordinate activity between groups, such as bomb squads, tactical teams, senior leadership, department heads

Interoperable communication with other jurisdictions

Severe weather preparation and response coordination (school closings, power outages, road closings, etc.)

Terrorism Early Warning System

Remote roll-calling to verify location and ensure safety of first responders and emergency management personnel

Integrate seamlessly with RSAN, Citizen Warning System Edition to involve community leaders, notify residents, and facilitate crime alerts and tip collection

Routine notifications and information exchange

CAP compliant, CIMS and CAD integration for enhanced alerting

