



ENSURE RESPONSE CENTRE OPERATIONAL CONTINUITY BY ENABLING STAFF TO WORK REMOTELY

Skyresponse has removed barriers and created a tailored on-boarding process due to the Corona/COVID-19 pandemic. Our new, temporary package is assembled to allow faster integration and more flexibility, so that response centres can ensure business and service continuity — in only 5 days.

DEPENDENCY ON LOCAL SYSTEMS

During pandemics, when people are asked to work from home, locally installed alarm management systems that are not accessible from the outside prevent good business continuity. One infected person could spread COVID-19 quickly to colleagues, causing an immediate threat to the entire operation of the response centre.

LET OPERATORS WORK FROM HOME

Skyresponse Alarm management platform is cloud based and can be operated from any computer that has internet access. No installation is needed, and all alarm handling including phone calls are made within the web browser. This means that operators can work from home or temporary location to respond to alarms and calls coming into the response centre with only a laptop and a headset.

BUSINESS CONTINUITY OPPORTUNITY

Skyresponse is taking temporary measures to help response centres plan for business continuity / disaster recovery and reduce COVID-19 risks by allowing shorter-term contracts and removing per-unit license fees for new clients.

Removed license fees during COVID-19 pandemic

Relocate operators at home when using Skyresponse Alarm management platform

Includes setup, online training, operation and decommission

Secure, scalable and open platform with complete audit trail

Easy to learn – operators are operational within hours



SKYRESPONSE

Read more at

[skyresponse.com
managealarm.com](https://skyresponse.com/managealarm.com)

Interested or need more information?

sales@skyresponse.com

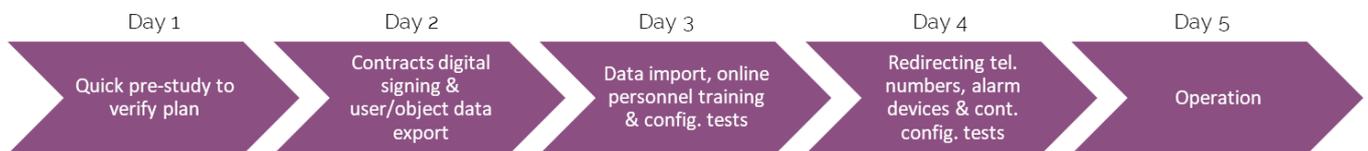


Who is this for?

This temporary measure targets **response** and **operation centres** that need to conduct *business continuity planning* or *disaster recovery planning* by enabling some or all operators to work from home. The offer is specifically suitable for incoming phone numbers or alarm devices that communicate via **SIA DC09** or **SCAIP** and can be reconfigured to communicate with Skyresponse.

Offer details

Within 5 working days an entire or part of the response centre operation could temporarily be moved to Skyresponse per our optimized integration plan:



Skyresponse provides a complete set of contracts, including Data Processing Agreements for GDPR compliance, a template for exporting data to Excel with data validation, an online training facility, targeted testing procedures and setup instructions for moving alarm devices and phone numbers to Skyresponse. Contracts are signed with a 1-month termination period and no volume commitment.

Pricing only valid during COVID-19 *

The pricing is exclusive to this offering, applicable for the coming 3 months (extension pending COVID-19 development) and includes Skyresponse basic ARC (Alarm Response Centre) licenses.

- One-time fee for setup and decommission of setup after contract is terminated: **5000 Euro****
- Monthly cost independent of volume: **500 Euro** paid as long as the contract is valid
- Costs for use of phone calls, SMS etc. are charged by usage.

After the COVID-19 offer period the setup will be decommissioned unless a commercial contract is signed.

About the Skyresponse Alarm Response Centre solution

The Skyresponse response centre solution is used by around 15 response centres in Europe, distributing more than 2 million alarms/month to the right responders. The platform scales due to its distributed AWS environment (> 99,995 % uptime). The solution includes complete alarm and phone call handling and the Skyresponse platform provides a complete audit trail which allows managers and customers to review all operations. Skyresponse is both ISO 9001 and ISO 27001 certified as well as GDPR compliant which provides extra security for our customers

* Offer is only valid after pre-study is passed and would only include alarm devices which Skyresponse approve

** Is valid as long as the customer makes the data validation for the export file before sending to Skyresponse