Emergency Mass Communications for Building Managers

Commercial tenants today expect a reasonable level of security that goes beyond traditional building cameras and card readers. These expectations have ushered in a new level of security products and services that include facial recognition, smart video search analytics, and emergency mass communications (EMC).

Back in the day, building managers attempting to implement emergency mass communications were hindered by slow, highly manual processes that were expensive to deploy, hard to keep updated with tenant and employee information, and often utilized a separate database of information that could be accessed only by an easily-forgotten password. Worst case scenario: something happens and the temporary guard, who was called in because the regular guard was sick, couldn't access the database because the password couldn't be found—and half the database contained employees no longer working in the building or had outdated cellphone numbers or business extensions. And of course, the intercom system was hard to hear on several of the floors. It was a prescription for major liability in an incident.

Times have changed, and several new emergency mass communications products have entered the marketplace utilizing 21st century technology such as Bluetooth and mobile apps. These "crowd-sourced" tools allow instant notifications to be sent to other app users, or screened first by an incident commander, prior to dissemination to the building's tenants. The result is enhanced security, added convenience, less expense to owners, and users who are updated in real-time using integrated Lightweight Directory Access Protocol (LDAP) networks.

Leveraging connective technologies and mobile apps mean that now, if someone sees something, everyone can be notified.

There are multiple solutions on the market today that offer building managers a range of options and features for EMC. Features may include:

+ SMS/E-mail Push-Alerts

+ Event Reporting and Audit Trail

+ Crowd-Sourced Incident Reports

+ Geo-Tagged Location Data

+ End-user Self Registration

+ Command Center Dashboards

+ Links to Public Address Systems and Other Alerting Devices

+ Access Control Integration

The last point, access control integration, should not be underestimated. Leveraging an EMC solution that is connected to your access control system delivers significant advantages, such as built in emergency lockdown or other physical security protocol activation, automated notification to any central monitoring center, or understanding of who could be at risk during the event or after during any mustering activity by knowing exactly who has been on location that day and where were they last seen.

Several of these app-based notification tools include alerts about suspicious packages or people, weather, medical and other conditions, which can be transmitted with the touch of finger.

Technology has closed the gap between information dissemination and timeliness. Today, EMC products, using mobile technology, help building managers and tenants stay connected -- whatever the situation.

If you would like to learn more about Kastle Systems and Emergency Mass Notifications, simply email **info@kastle.com**.

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