boomerang

boom alert

Product Information
Version 2.0

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Managing incident communications
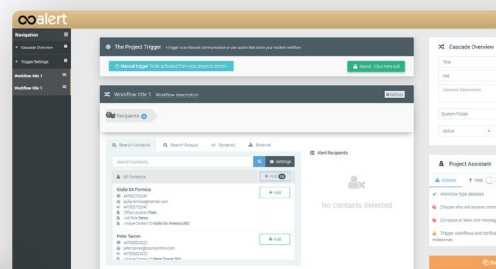
Limit the impact of critical incidents through effective planning and automation of multi-channel communications

Each passing minute during an incident can impose a significant financial and reputational cost upon an organisation, so the response to an incident must be managed in a timely and efficient manner.

boomAlert is critical alerting software that automates the end-to-end management of critical incident communications by allowing customers to build bespoke communication workflows, to meet the requirements of each type of critical event. It integrates seamlessly with existing systems, so that when a critical event happens, boomAlert is automatically triggered to distribute communications to those that need to know in real-time, helping to contain the impact of an incident.

Typical use cases

IT alering

- Push monitoring alerts to boomAlert to automate communications to engineers

- Allow engineers to provide real-time updates by responding to communications

Business continuity

- Co-ordinate communications with staff and stakeholders during different BC scenarios

Lone working

- Maintain constant liaison with lone workers and escalate where contact lost

Call-in / mustering

- Co-ordinate resources using interactive, rapid response communications

Product withdrawal

- Manage communications with shop floor, PR, legal etc from a single platform to provide a timely and cohesive response

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Key capabilities

Build communication workflows to meet the requirements of each type of critical event

Access to multiple communication channels (SMS, Email, voice and mobile app)

Create multi-channel blasts or stagger messaging at required intervals

Integrate with existing systems to implement event triggered workflows (over HTTPS, SMS or Email)

Automate escalation across different messaging channels to non-responders

Hunt for acknowledgements by escalating across contacts or groups of contacts

Set a response count for processes requiring quota fulfilment

Use fully interactive messaging to engage with responders

Issue updates during an incident containing real-time incident MI

Access Incident dashboard to track live incident process

Get started with boomAlert today

boomAlert benefits

- Minimise the impact of an incident by providing an instant response through targeted communications
- Reduce operating costs and improve productivity by automating incident communications
- Improve efficiency of incident management automating the distribution of real-time MI
- Maintain compliance with SLAs by reducing incident resolution times
- Fulfil duty of care compliance by adopting an end-to-end solution for lone working
- Avoid disruption by issuing pre-emptive alerts to mobile staff
- Deliver up to the minute status reports following an incident or call-in