

boomerang

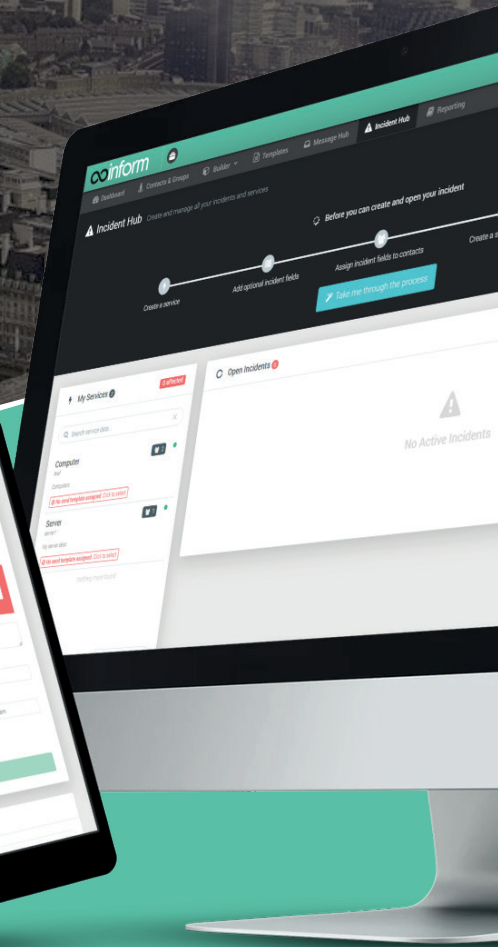


boomerang

boom
inform

Product Information

Version 2.0





A cloud based messaging tool that ensures that you are in control of your incident communications

boomInform is the perfect tool to co-ordinate the rapid distribution of communications when your organisation is affected by a critical event or incident.



Organisations looking to take the heat out of critical incidents through effective communications should look no further than boomInform.

boomInform provides all the tools required to ensure that the end-to-end communications, can be distributed quickly, efficiently and error free. By cleverly linking company assets, contacts associated to those assets and the message templates to be used when an incident occurs, the process of initiating and updating communications over the course of an incident is seamless, helping to reduce stress when the pressure is on.



Business Continuity and Incident Managers can ensure they are always ready by organising their communications for any type of incident or event.

Typical use cases



IT outages

- Notify and update customers during service outages



Disaster recovery

- Organise communications across different business functions to help quickly restore service



Business continuity events

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



Time critical information

- Distribute time critical information / procedures to stakeholders across multiple channels



Alerting

- Distribute alerts and warnings to mobile staff (weather alerts, traffic updates)

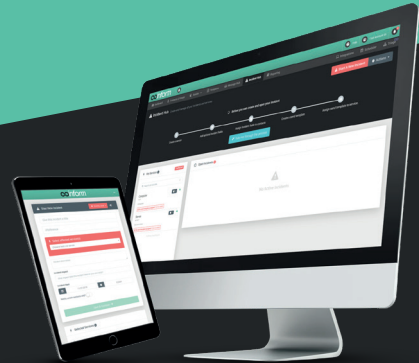


Non-critical communication

- Use boomInform as a central communication hub for company-wide communications

 Find out more on our website

 Email us



Key capabilities

-  Create assets that could be affected by an incident (e.g. service, building, IT system) and associate message templates and contacts
-  Define communication policies to determine the frequency of automated incident updates and the communication channels that will be used
-  Access to multiple communication channels (SMS, Email voice and mobile app)
-  Create incidents and customise incident attributes (e.g. severity, impact, description) which can be inserted into your incident communications
-  Create dynamic distribution lists in real-time, based on selected criteria
-  Customise communications to different contact groups during an incident using multiple templates
-  Activate incident templates remotely by SMS, Email and HTTPS
-  Send manual updates as required advising on incident progress / status
-  Access to incident dashboard to track incident status

boomInform benefits

- Maintain compliance with support policy SLAs to avoid paying out service credits
- Quickly co-ordinate and distribute incident communications from a central location
- Improve productivity through efficient use of resources
- Reduce incident resolution times through improved communication
- Improve efficiency of incident management by using real-time data to make informed decisions
- Drive performance improvements through business continuity management and disaster recovery processes

 [Find out more on our website](#)

boomerang

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