aws

HipLink Powerful Notification & Paging Software for Today's Public Safety

Wireless Messaging & Paging Software

HipLink®

Powerful Notification & Paging Software for Today's Public Safety

HipLink uses the latest in communication technology to quickly mobilize first responders with complete fail-over and redundancy ensuring critical message delivery all the time
— every time.

When responding to emergencies every day, an agency needs a powerful system for communicating to responders, special teams, outside agencies volunteers, NGOs and more. Events can range from isolated incidents to county-wide incidents and time is always of the essence.

There is the need to have a communication plan for everything from criminal activity, fires of all kinds, medical issues, weather events, civil disturbance, even terrorist threats and, get pages out fast and reliably without putting more on dispatch.

How well are you really equipped to automatically notify the exact set of people within minutes of becoming aware of a situation? In particular, how well has your organization implemented effective, 2-way communications to cell phones, apps, pagers and more?

HipLink gives you the ability to automatically send alerts and notifications under a single umbrella to the widest possible range of devices. This includes: both cell and landline phones, encrypted communication, other apps, pagers, email, tablets, MDTs, etc. — all integrating with your current 911 dispatch system. HipLink helps organizations use the most effective methods to get messages out while leveraging existing systems.

Ideal for: Law Enforcement, Fire Departments, EMS, and Emergency Dispatch Centers - expanding their reach beyond email or email to phone. Send messages using all of the best and fastest protocols available. Integrate directly with your CAD system for highly reliable paging with advanced message filtering and grouping features.

BENEFITS

- Automatic command staff escalation
- No delay or confusion mobilizing the right people
- Take load off Dispatch for manual tasks
- Better situational fluency in the field
- Provide special teams their own tools to coordinate independently
- Encrypt messages for CJIS compliance
- Accountability with 2-way confirming receipt and responses all recorded
- Reduce radio chatter by avoiding call-backs
- Ensure messages are never missed with automatic escalation

HipLink

Powerful Notification & Paging Software for Today's Public Safety

HipLink uses the latest in communication technology to quickly mobilize first responders with complete fail-over and redundancy ensuring critical message delivery all the time
— every time.

When responding to emergencies every day, an agency needs a powerful system for communicating to responders, special teams, outside agencies volunteers, NGOs and more. Events can range from isolated incidents to county-wide incidents and time is always of the essence.

There is the need to have a communication plan for everything from criminal activity, fires of all kinds, medical issues, weather events, civil disturbance, even terrorist threats and, get pages out fast and reliably without putting more on dispatch.

How well are you really equipped to automatically notify the exact set of people within minutes of becoming aware of a situation? In particular, how well has your organization implemented effective, 2-way communications to cell phones, apps, pagers and more?

HipLink gives you the ability to automatically send alerts and notifications under a single umbrella to the widest possible range of devices. This includes: both cell and landline phones, encrypted communication, other apps, pagers, email, tablets, MDTs, etc. — all integrating with your current 911 dispatch system. HipLink helps organizations use the most effective methods to get messages out while leveraging existing systems.

Ideal for: Law Enforcement, Fire Departments, EMS, and Emergency Dispatch Centers - expanding their reach beyond email or email to phone. Send messages using all of the best and fastest protocols available. Integrate directly with your CAD system for highly reliable paging with advanced message filtering and grouping features.

BENEFITS

- *Automatic command staff escalation*

- *No delay or confusion mobilizing the right people*

- *Take load off Dispatch for manual tasks*

- *Better situational fluency in the field*

- *Provide special teams their own tools to coordinate independently*

- *Encrypt messages for CJIS compliance*

- *Accountability with 2-way confirming receipt and responses all recorded*

- *Reduce radio chatter by avoiding call-backs*

- *Ensure messages are never missed with automatic escalation*

USAGE EXAMPLES

HipLink for Law Enforcement

- Interoperability with secure communication to outside agencies, organizations or stakeholders
- Mobile application for encrypted collaboration with mapping and team location
- Tactical Units coordination like SWAT, hostage negotiation, aviation events, bomb squad, K-9 units, harbor or marine patrol unit, cybercrime units, animal control or protection etc.
- CIT Officer de-escalation response coordination
- Use of Force notifications
- Mental or Behavioral Health professionals for joint response and homeless advocate coordination
- Overtime coverage both unplanned shift coverage and for special events
- Documentation for e-discovery

HipLink for Fire

- Centralize all communication under one platform
        SMS, all apps, pagers
- Coordinate paid staff and volunteers
- App for directions, mapping and team location
- Customize message content for different teams
- Shift coverage coordination and quota

HipLink for Mass Citizen Notification

- Full IPAWS support dispatch
- Reverse 911 System
- Within minutes, send targeted citizen notification to residents or businesses in any geography

> "Coordinated communication is the key to efficiently prepare for and respond to emergency events at all levels. HipLink provides us with a very powerful tool for getting critical information out to effected portions of our communities in a timely fashion. This timely sharing of information can help us to mitigate the effects of a critical incident or disaster and potentially save lives."
> County Office of Emergency Services

INTEGRATION OPTIONS

- Any CAD for automatic messages
- Panic buttons for courthouses, judge's chambers or other government facilities
- Building Intercom Systems
- Radio Towers for maintenance alerts
- Body camera consoles
- Jail management software
- Emergency door activity
- Fire safety and alarm systems
- Shot detection software
- Smart gun alerts

KEY FEATURES

- Easy Access — Fully web-based for universal access
- Advanced Mobile App – Encrypted, override silent & DnD, send alerts from the field
- Powerful Grouping — mobilize any size group, schedules, rotation
- Enterprise Protocol Support — Powerful protocols with no dependence on email to phone
- Voice and IVR — Full functionality for delivery to any phone line with text-to-speech technology
- 2-way Messaging —confirm messages, request additional information or personnel, check the status of equipment and facilities
- Departmental Permissions – policies are easily defined
- Escalation — Escalates automatically until acknowledged
- Message Templates — Simplify the delivery of standard messages
- Reporting & Logging — Status of critical message delivery
- Citizen Notification Module – easy-to-use, fully Certified IPAWS interface for authorized agencies to send emergency alerts through the FEMA communication gateways.

HipLink Software
(408) 399-6120
(800) 524-7503 Toll Free
HLsales@hiplink.com

www.hiplink.com

Thank you for downloading this AWS and HipLink Resourcef! Carahsoft is the distributor for AWS public sector solutions available via GSA, NASPO, The Quilt and other contract vehicles.

To learn how to take the next step toward acquiring AWS's solutions, please check out the following resources and information:

For additional resources:
carah.io/AWS-Resources

For upcoming events:
carah.io/AWS-Events

For additional AWS solutions:
carah.io/AWS-Solutions

For additional public sector solutions:
carah.io/AWS.Solutions

To set up a meeting:
AWS@carahsoft.com
888-662-2724

To purchase, check out the contract vehicles available for procurement:
carah.io/AWS-Contracts