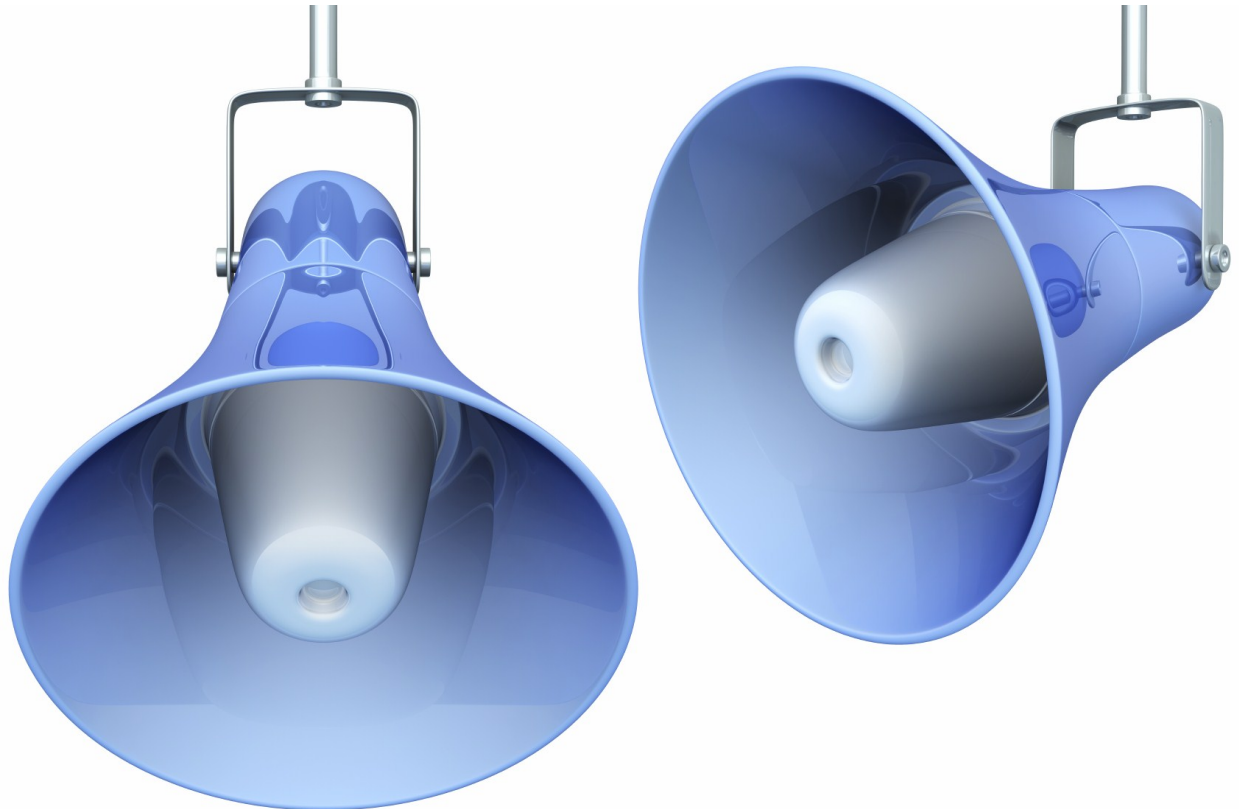


Announcements and Notifications

Communicating important information to a range of people is vital in any business. When sending information in response to issues and events it is important to ensure that recipients are immediately notified of critical changes which require urgent attention.



The ability to have clear and effective communication with instant alerts will reduce liability. As well as seeing who has been notified about an issue, it can also be very important to be able to monitor who has *not* received an alert.



ICON's Announcements solution allows the tracking and notification of information being disseminated to groups of interested parties.

The ICON Solution

ICON recognised that it is necessary to have different alert levels for different types of announcements. With the standard set-up the system has three alerts levels:

- **Low priority:** a system message displayed when logging in to the ICON System.
- **Medium Priority:** as above and also an email is sent from the system to users' email addresses.
- **High Priority:** as both above and also a text message is sent to users' mobile phones.

All of the above notifications give the users a brief headline of the issue; the system holding the full details of the announcement.

Configuration

The solution can be used for any type of alert or notification. Alert types are template driven and can therefore be configured to record and send whatever information is needed. The communication subject is entirely up to the administrator.

Security

From a security point of view, the system only lets users see what they need to see. The administrator retains full control over who can issue an Announcement. The solution integrates with existing user profiles in the ICON System it is configured on. Different users groups can be set-up by different announcement type i.e. Employees, Suppliers, Consultants, etc.

Reporting

An important part of the process is the creation of a status report. If a text alert is sent it usually requires urgent attention and is imperative that all users have received the text message. The status report shows a list of all recipients and the status of the text message, being 'successful' or 'un-successful'.

“When an announcement is sent a PDF file of all its information is created. This can be configured to a format already used by the client so that when the system is introduced, it is a layout that recipients are familiar with.”

Chris Lovelock, ICON

ICON's Announcements solution is one of a number of products to help those involved in Business Process Management, Specification Management, Property and Project Management.

For more information on the ICON System and its unique complementary support service, please telephone 01858 468345 or visit www.iconsystem.co.uk

Select Announcement Type i.e. Health & Safety Incident.

Fill out information as appropriate.

Benefits:

- Clear communication
- Allows administrators to send alerts to time critical situations
- Reduces liability
- Can be used to communication knowledge and best practice between groups of users
- Contact a whole user group, or pre-defined sets of users, at the click of a button.

In the notification section specify the announcement type.

Select team users, then send the announcement when ready.

“As it may take a few days for an incident to be resolved we have provided a versioning facility so that it is possible to track back through the progress of an alert.”

Lee Batchelor, ICON

Request a demonstration:

If you would like to know more, please call us on the number below and we will arrange to give you a demonstration.

ICON • Information working for you

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