spōk

FEDERAL SOLUTIONS OVERVIEW

Providing Federal Agencies With Secure, Dependable, Cost-Saving Communication Solutions

ENABLING SAFETY AND SAVINGS THROUGH SECURE COMMUNICATIONS

Critical communications not only require speed and accuracy, but also the stability and flexibility to support the highest security standards while containing costs. When it comes to the security of the nation, the safety of the public, and the protection of classified information, you can't afford to make any sacrifices with your communication technology.

Integrated critical communication solutions enable federal agencies to automate and streamline the way people communicate with each other. By using communications this way, federal agencies improve staff efficiency and safety, and also enhance satisfaction for everyone involved.

An increasing number of federal agencies are choosing to use technology to improve communication for their call center activities, emergency notifications, alarm communications, and critical smartphone messaging.

SECURE, PROVEN, ENTERPRISE-WIDE ARCHITECTURE AND APPLICATIONS

Spok has been providing critical communication solutions for federal agencies for decades. This helps agencies integrate technology, automate processes, consolidate operations, and standardize communications. For example, some agencies rely on Spok's call center automation software to make sure both internal and external calls are processed quickly and accurately. Others use Spok's emergency notification solution to alert the right people about a serious situation.

SPOK IN ACTION

Brian, a soldier deployed overseas, wants to stay in contact with his wife and two young children back at home. He uses a phone located at his military base to dial the Spok® Morale Call system and simply speaks his wife's phone number. In a matter of seconds Brian is connected and talking with his family back at home without having to talk to an operator.

James, a security guard for a government facility, is patrolling the first floor of the building to ensure staff and guests remain safe. Meanwhile, an unauthorized individual tries to open the door to a restricted area of the facility on the second floor, activating a door alarm. James is immediately notified of the location of the alarm on his smartphone and is able to quickly respond and resolve the situation.

Operators handling highly secure and critical calls for a federal agency must provide accurate and efficient service to important callers. Using the Spok console solution, the operators are able to differentiate an important caller from everyone else. Based on the number dialed and the level of importance of the caller, the Spok solution can alert the operators it is an important call and can play a customer-defined WAV file for the operator until the call is answered. This differentiation of important callers allows operators to respond quickly and provide efficient communications for key personnel.

FEDERAL COMMUNICATIONS REQUIRE A UNIQUE INFRASTRUCTURE

Given the serious nature of their role, federal agencies need to approach communications differently from other industries. Spok helps federal agencies create a communication infrastructure that meets these requirements while providing reliable communications.

- **A highly secure system is required:** Communications among federal agencies may include classified and time-critical information, meaning encrypted messages are often needed in addition to processes tested for rigid security.

- **Emphasis on paging/messaging to a variety of endpoints:** The number and type of communication devices that staff members use are ever increasing with today's technology, resulting in the potential for confusion over which device someone is using at a particular time or place. Therefore, many federal agencies are turning to solutions that allow them to find the right people immediately—regardless of which communication device they may be using.

- **Traceability/audit trail is essential:** Traceability of events, resources, and actions that occurred during a time-critical situation is paramount, so having a full audit trail of communications, people involved, and the information exchanged is of high importance.

- **Highly mobile workforce:** Many federal employees are constantly on the go and not always near a desk phone to receive messages or notifications. So there is a tremendous need for reliable, critical notifications—on the right device, with the right information, and to the right person.

MEETING HIGH SECURITY STANDARDS WITH THE RIGHT CERTIFICATIONS

Federal government agencies require the highest standards in systems and processes throughout their enterprise to achieve secure communications. Spok solutions have completed the highest level of testing and certification as required by federal agencies and the U.S. Department of Defense (DoD).

Spok holds certifications for its contact center solutions, call recording and quality management suite, and 9-1-1 call center software. These certifications include:

- Department of Defense (DoD) Approved Products List (APL)

- Joint Interoperability Test Command (JITC) Certified

- Information Assurance (IA) Accredited and Certified

- Department of Defense Information Assurance Certification and Accreditation Process (DIACAP) Certified

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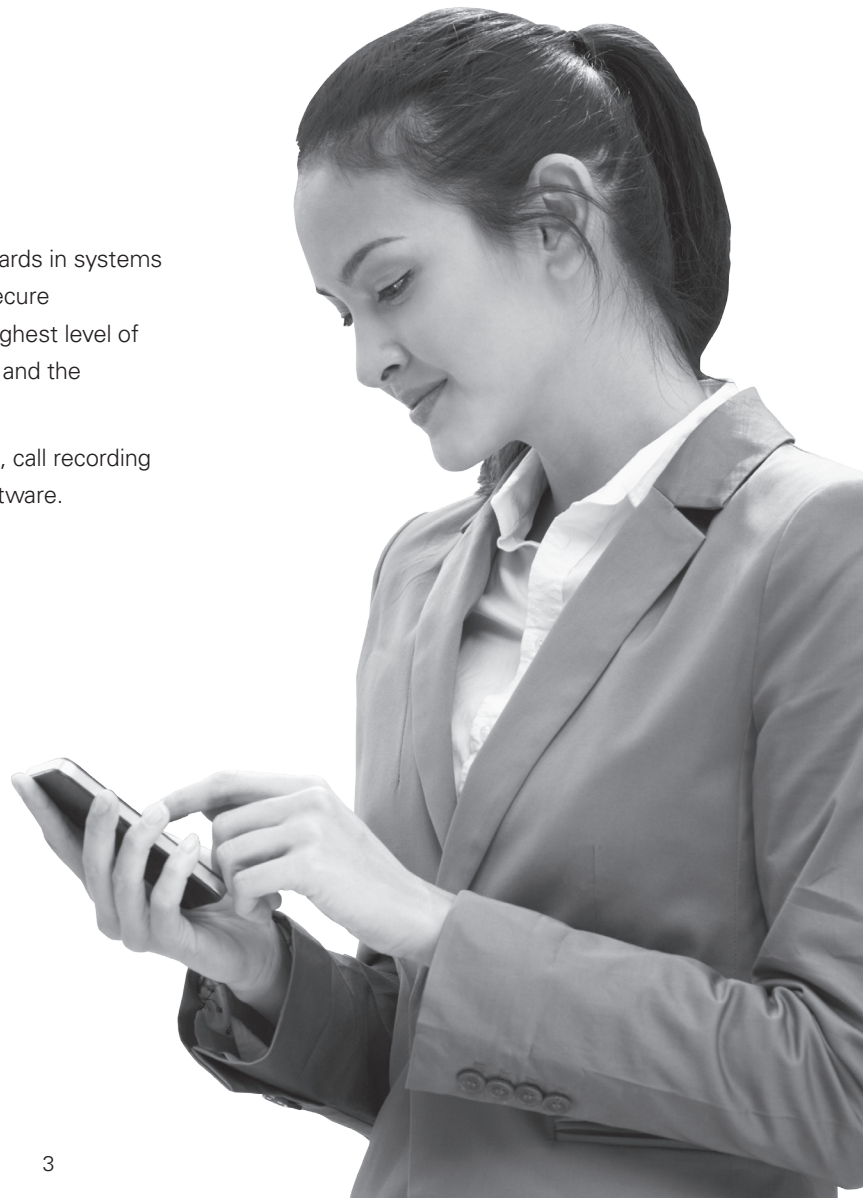
SOLUTION OVERVIEW

Spok solutions streamline operations and save money and resources while improving the speed and quality of your communications, yielding more out of your technology and staffing investment. The following applications provide solutions that function on a stand-alone basis or as an integrated component within your existing or future communication environment.

SPOK MORALE CALL*

Since 1999, numerous military bases around the country have been using the Spok Morale Call system to allow deployed soldiers to perform their missions while staying connected with their loved ones back at home. Spok Morale Call is an automated speech recognition system installed state-side. It processes calls by troops from Defense Switched Network (DSN) connections with tactical digital non-secure voice terminal (DNVT) phones or any phone in remote areas of the world. The system allows deployed soldiers to talk to friends or family for a specified period of time, typically 15 minutes.

The system allows soldiers to connect directly (no operator required) by speaking to an automated line which is integrated to the unit's telephone system. Soldiers use a DSN connection or any phone to dial the automated system, which tells the application what number he or she wishes to call. The system then connects the two parties, timing the call and disconnecting after the specified period of time.

EMERGENCY NOTIFICATION*

In an emergency, every second counts and lives are at stake. Liability could increase with every delay. Manage emergency notifications with Spok's emergency notification system, which initiates, monitors, and manages time-sensitive notifications of all types. It automatically delivers messages, collects responses, escalates to other personnel if needed, and logs all activities for reporting and analysis.

Notifications can be initiated via the web or a phone, delivering notifications to various devices, including phones, smartphones, pagers, email, and fax.

Those with specific roles within your emergency response plan need specific information—not just a common alert message. Spok's emergency notification system allows you to turn your business continuity plans into message templates specifying the people to be notified and involved, which communication device(s) to be used, and the time period in which individuals or groups must take action before the message is escalated to the next person or group. Deliver the right information to the right people at the right time for any critical event to keep safety high.

OPERATOR CONSOLE*

Provide contact center operators with exactly the right information needed to process calls at their computers, with just a few keystrokes. Consoles support efficient operations through screen-based interactive functions, including automatic displays of incoming calls, single-button call transfers, conferencing, and speed dialing. Operators can quickly and accurately perform directory searches, as well as messaging and paging by individuals, groups, and roles.

Spok's operator console provides complete audit trails about your critical communications, including the exact time messages are delivered. Simplifying the call-taking process enables contact center staff to respond quickly and efficiently, be more productive, reduce expenses, and adhere to standard processes.

*Denotes a JITC-certified product

SPEECH RECOGNITION*

Enable your organization to process routine phone requests including directory assistance, internal calls, messaging and paging—independent of live operators and with more ease-of-use than touchtone. Most organizations can effectively manage up to 95 percent of their day-to-day incoming call traffic without operator assistance, freeing specialized resources for callers who truly require human assistance.

Spok's speech recognition solution prompts callers to say the person, department, or information they're looking for. The system then finds the information and connects the person. Speech automation handles calls quickly and effectively 24/7/365. For security purposes, the application can request and verify caller IDs and passwords, as well as perform voice authentication—granting or denying access as required.

WEB-BASED DIRECTORY AND ON-CALL SCHEDULING*

Keep personnel information current by allowing authorized users to log on anywhere, anytime to perform a variety of important updates, manage scheduling, send messages, and perform directory searches. Expand your system's capabilities beyond your operator group by offering an alternative method by which directory information can be accessed. In many organizations, "dial zero" calls represent up to 50 percent of incoming call traffic. A web-based directory promotes "self service," freeing the contact center to focus on offering better service, as internal calls are minimized.

This helps create an enterprise with accurate, up-to-date information and communications preferences. Additionally, large organizations can have hundreds of entities that need to manage on-call scheduling for their staff, such as the IT department or security department. Spok's web-based solutions allow easy creation and updates of on-call calendars.

> "We could let our soldiers in Kuwait and Iraq call in and just say the phone number of the person they were trying to reach. Before, an operator had to stand by, time each call, and disconnect it in 15 minutes. Now the Spok system automatically breaks in with a message saying the call will end in 30 seconds."
>
> Murray Meizlish, Telecommunications Site Manager for Fort Stewart


*Denotes a JITC-certified product

CALL RECORDING*

Easily record, monitor, and score your call center operators' conversations to better manage calls, provide focused training, and improve customer service. Spok's call recording solution records all calls in and out of your contact center, simultaneously enabling supervisors to monitor agent conversations in real time. The solution suite provides tools to score agents' call handling performance in a number of categories. The result is a clear view of how to improve the quality of the customer experience through individualized training.

SECURE SMARTPHONE MESSAGING

In today's digital world, data security and information integrity are priorities for national security. The same is true for the critical messages and notifications sent throughout your organization. You can leverage the latest devices with strong attention to security using encrypted messages sent to your staff on smartphones like the BlackBerry®, Android®, and iPhone®. These messages are encrypted on the 'send' side as well as the 'receive' side, ensuring private messages stay that way.

This functionality separates critical messages from less important emails or SMS messages using a password-protected inbox. It also provides a full audit trail of delivery and read receipts for accountability. Message recipients have the ability to actively acknowledge messages and also respond using free-form text, which is kept with the original message in the system log for continuity purposes.
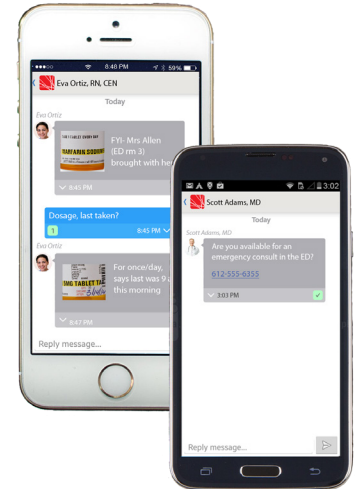
ALARM MANAGEMENT

Effective technology that integrates once-disparate systems in ways that improve response time and safety is vital for efficient communications in the federal sector. Spok's alarm management solution integrates alarm systems such as fire detection, door alarms and security/duress systems to the mobile communication devices carried by your staff, including Wi-Fi phones, pagers, smartphones and other mobile technology. Providing the correct personnel with immediate notifications, including a full audit trail of bi-directional communications, allows for fast action and minimizes potential damage, litigation, or losses.

ENHANCED 9-1-1 (E9-1-1)

Direct emergency personnel to a 9-1-1 caller's exact location, ensuring speed, accuracy, and reliability. Reassure employees, staff, and visitors that your organization is taking the ethical and legal steps to help maintain a safe working environment. Spok's enhanced 9-1-1 solutions give you the tools you need to protect your most valuable asset: your people.

Currently, the phone systems of many large facilities transmit only the main billing phone number to the 9-1-1 answering point—not the 9-1-1 caller's exact phone number and matching location (building, floor, room). By providing only the main billing number, the 9-1-1 answering point can only derive the main billing address of where the trunk line is located, which in the VoIP world may be in another building, campus or state—but not where the actual emergency caller is located.

Spok's E9-1-1 solutions make sure the exact location of the 9-1-1 call—not just the billing address—is passed to a 9-1-1 answering point (PSAP). In the case that the caller cannot provide his or her location information, you'll know the software has it taken care of, allowing first responders to quickly reach the emergency and avoid confusion about where to direct the appropriate response resources.

9-1-1 CALL CENTER OPERATIONS/PUBLIC SAFETY*

Enable more accurate and faster emergency dispatching by giving your public safety answering point (PSAP) call-takers the speed and flexibility to field emergency calls. Give PSAP call-takers an easy-to-use, standards-based graphical interface that integrates with the underlying phone system, database utilities, mapping systems, and other resources. This puts critical information and tasks at the call-takers' fingertips. Police, fire, EMT, and hazmat personnel can be instantly involved in the call with a single click of the mouse or touch of the screen.

MISSION-CRITICAL CAPABILITY

Spok is a leader in critical communications. Our customers use our systems to perform communications and services that can have life-and-death consequences. Spok systems are automated, fast, and reliable, and our customers use our technology to save lives and cut costs every day.

*Denotes a JITC-certified product

ABOUT SPOK, INC.

Spok, Inc., a wholly owned subsidiary of Spok Holdings, Inc. (NASDAQ: SPOK), headquartered in Springfield, Va., is proud to be a leader in critical communications for healthcare, government,public safety, and other industries. We deliver smart, reliablesolutions to help protect the health, well-being, and safety of people around the globe. More than 125,000 organizations worldwide rely on Spok for workflow improvement, secure texting, paging services, contact center optimization, a nd public safety response. When communications matter, Spok delivers.

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