



EMERGENCY PREPAREDNESS SOFTWARE (EPS)  
itrezzoAgent EPS Features

i•trezzo



Currently itrezzo serves a broad list of clients within many different industries concerning the management of Mission Critical Contact Management. Senior management and general staff all rely upon our software to keep their contacts up to date.

The itrezzoAgent accomplishes Mission Critical Contact Management through the use of a Master Contact Repository (MCR). The MCR is the central repository for all contact information and is the most trusted source of data. The itrezzoAgent will maintain contact information for many users within an organization and also has the following features available for communication:

SMS Text Message

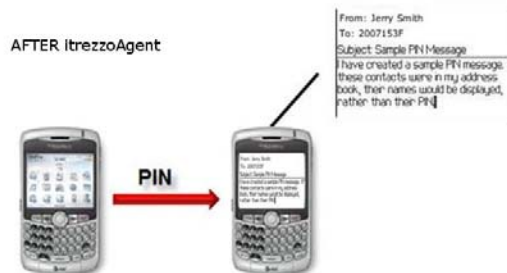
PIN Blast

Mandatory Browser Channel

Mandatory Browser Messages

**SMS Text Messages** provide a method to send a one to one message from individual clients which can be seen on any mobile device. This includes any phone capable of text messaging and pagers.

**PIN Blast** utilizes the Blackberry ability to send out PIN messages. PIN messaging is a type of out-of-band communication which directly messages two blackberry devices. The itrezzoAgent has the ability to be able to create PIN Distribution Lists and then simultaneously send a PIN to all users within this list.



**Mandatory Browser Channel** is a method in which the itrezzoAgent may push an icon to the Blackberry Ribbon (the main screen). This icon when selected will open up documents which have been pushed to users across the organization. The documents which can be pushed and viewed are dependent upon the BES Version. BES 4.0 will handle both HTML and Text documents without difficulty. BES 4.1 will handle DOCS, XLS, PDF, HTML and Text.



**Mandatory Browser Messages** are very similar to the Mandatory Browser Channel, but rather than place an image onto the main screen of the blackberry device the user instead receives a message within their email. This email could contain anything from a URL which can be pointed to things such as a DR Plan, BCP Plan, Evacuation Plan or could just as easily be just a basic text message.

The itrezzoAgent does not provide email server recovery; instead it provides reliable alternate methods of communication in the event of a messaging system becoming unavailable. However, the itrezzoAgent does have methods in which you may recover its software and settings very easily in the case of a server failure.