



Peterborough City Council Case Study

Intamac Systems have been working closely with Peterborough City Council to develop their internet based emergency call out system. The system offers an intelligent Internet based emergency call management with automated methods of contacting staff, notifying them of events and monitoring their responses.

The system works by providing users with a secure internet account where contacts can be fully maintained and then contacted in the event of an emergency. The list can be accessed to automatically message everyone in the list by phone, text and email.

The system can rapidly message 1000's of contacts, but more significantly, it provides reports confirming that contacts have responded without manual intervention and even allows messages to be tailored for each event.

Stuart Hamilton of Peterborough City Council comments, "We installed the Call Manager system as an internal means of emergency communication with staff, for example in the event of evacuation. The system's ease of use and flexibility has enabled us to recently extend it into the business community, as part of the launch of the city centre evacuation plan. This gives us the opportunity not only to alert businesses to an emergent situation, but also to inform them of impending events which might impact upon their business". He continues, "It has been well received so far, and we hope to extend it to the wider business community in the near future. The after-sales team has continued to work enthusiastically with us, making ongoing improvements. and adapting the system to our needs".