Notify

LOCATION BASED HIGH SPEED COMMUNICATIONS PLATFORM

ANY INDUSTRY

- Critical Company Announcement
- Emergency Water Shutdown
- Planned Rolling Blackout
- Active Shooter Alert

Notify

ANY AUDIENCE

- Employees
- Management
- Customers
- And More
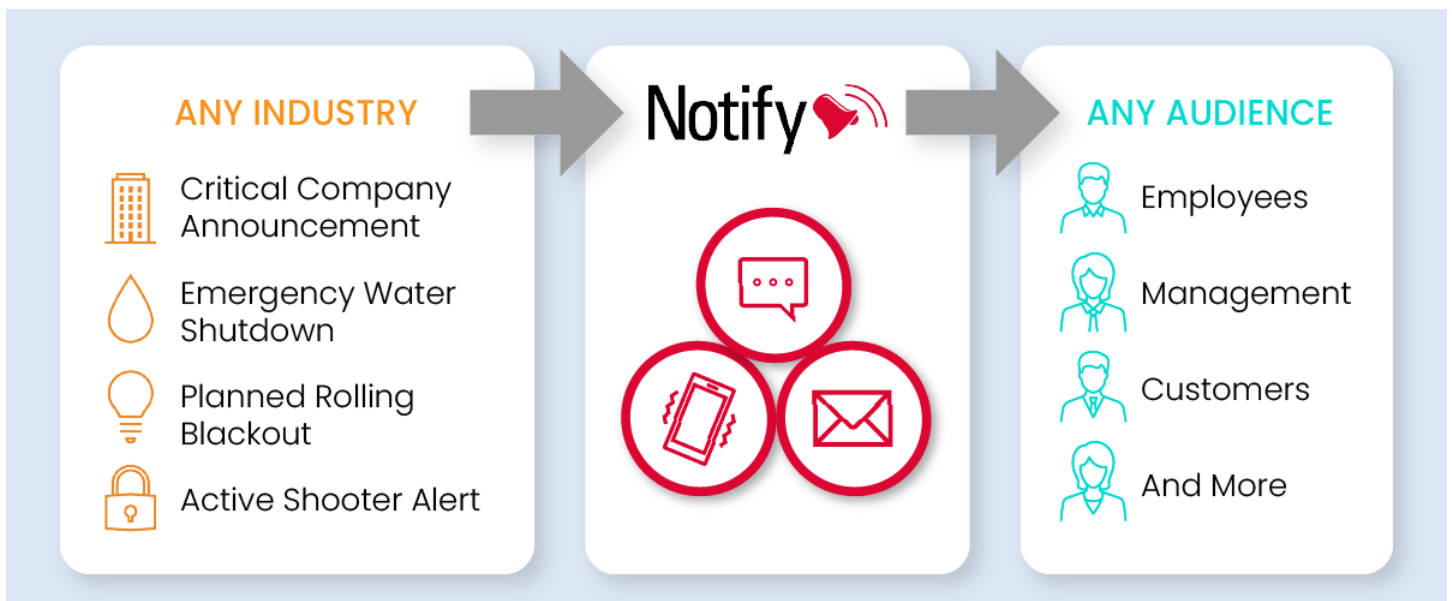
What Can Notify do for You

Notify is an advanced, high-speed alert notification system designed to deliver location-based voice text and email messages within minutes. It is powerful enough to be used as the primary customer and employee communications platform for your entire organization.

This solution leverages existing customer, employee and GIS mapping information to distribute critical information during an emergency quickly and securely. It is available as a web-based interface and an Esri widget.

Notify utilizes Esri's ArcGIS Online and Portal for ArcGIS platforms, providing intuitive, comprehensive mapping and analytics capabilities. Integration with Esri's system architecture gives you the ability to seamlessly integrate countless Esri maps and applications with Notify, providing you with a solution that can grow with you.

"Effective mass communications are the backbone of a customer-centric water utility like ours. Notify enables us to quickly disseminate critical updates, ensuring our customers stay informed and prepared. It really helps in minimizing the disruptions to our customers' lives."

-Shannon Decker, Director of GIS, Veolia North America

Key Features

Integrated solution with high-speed voice, SMS text and email notifications.

Accessible across devices, including laptops, tablets and smartphones.

Click-a-map-feature tool allows precise identification of affected areas using existing GIS polygon layers (e.g., HAZMAT zones, plumes, weather warning areas, pressure zones, etc.).

Detailed historical records of all customer communication.

Real-time web reports.

Streamlined integration with external systems.

2-way communication

A Few Use Cases

Water Utilities — Improving Customer Satisfaction

Informing customers of critical events, including water quality alerts, hydrant flushing, conservation requirements, planned and unplanned maintenance, and late payment reminders, is key to keeping water utility customers safe and well-informed. Precise identification of the affected area, along with delivery of high-speed text, voice, and email messages to affected customers is possible with Notify – reducing complaints and improving customer satisfaction.

Corporate Security — Keeping Employees Safe

Notify can send safety messages to employees in specific geographic areas or companywide and allow employees to provide their status back to corporate security via company-owned mobile phones and tablets. This functionality provides companies with an intuitive, reliable system to ensure the safety of their employees.

Supply Chain – Reducing Inefficiencies

The ESP platform enables our customers to react, prepare and understand challenges that occur during transit. Notify creates a simple way to incorporate actions and risk mitigation with real time alerts and notifications, which provides integrations with real time sensor, historical, and predictive information. Configurable alerts include demurrage and detention alerts, ETA changes, dwell times, risks along routes, route changes, missed connections, missing assets, and many more.
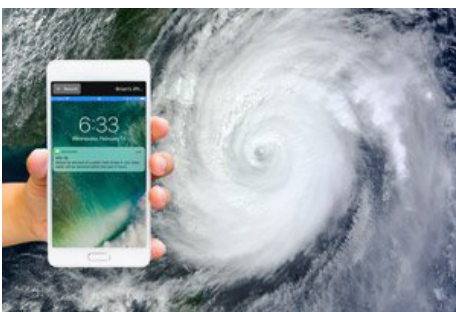
Insurance Companies — One Step Ahead of the Storm

Notify manages the effects of storms on policies and policy holders for insurance companies. When storms meet pre-defined thresholds such as hail of a certain diameter, the information is spatially analyzed and interpreted relative to existing policies. Notifications are automatically sent to the assigned management team, with links to an interactive map. This streamlined process provides managers with the information needed to quickly address customers' needs in affected areas.

ESP's mission is to connect the Global Supply Chain through our cloud-based geospatial platform that exponentially increases productivity via real-time location intelligence and end-to-end visibility while reducing environmental impact. Additionally, ESP provides our customers with an enterprise-based mass notification and alerting system that enhances workflows through manual or automated texts, emails, and phone calls.

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