



integrated solutions

Stream Alert Integrates Directly With Xerox Devices to Provide Information Delivery Capabilities via Voice, Text, Digital Image and Video, as well as Electronic or Hard-Copy Documents.

Overview

Organizations face an increasing demand for systems that offer real-time, multi-media communications. The ability to customize and scale a solution to meet evolving demands for expedient communication is key. Through integration with existing devices and resources, older methods are being enhanced by a variety of options from scanning of critical hard copy documents to delivery of audio or digital images.

Designed to meet large-scale, multi-channel message delivery of time-sensitive, critical information, Stream Alert[®] can be used for routine communication as well. Stream Alert manages communications to multiple contacts, delivering messages via telephone, cell phone, PDA, pager, email, multi-function product, fax, or any combination of these methods.

Stream and Xerox have partnered to provide seamless integration and message delivery options via the Xerox WorkCentre Pro[®] Multi-Function Peripheral (MFP). The Stream Alert solution, in conjunction with the information security features available on Xerox WorkCentre Pro peripherals, solve notification issues and enable secure, confidential communications. Stream Alert also provides the added confidence that information can be communicated quickly, without delay.

Stream Alert and Xerox Integration Benefits

- Large-scale, multi-channel message delivery
- Scanning of critical hard copy documents for distribution
- Tracking via real-time acknowledgements and status reports
- Comprehensive reporting
- Reduced demand on IT

In addition, Stream integrates with Xerox Freeflow SMARTsend, including PaperWare[™] software to allow senders to specify the type of message delivery via a cover page. Integration with SMARTsend also provides template management and workflows to process message storage and delivery. Stream and Xerox workflows provide automation for cascading of messages, meaning that messages delivered initially to an organization can trigger additional messages to other locations, departments, and on down the line.

How It Works

Launched From The Xerox WorkCentre Pro

Authorized users access Stream Alert via the Xerox WorkCentre Pro MFP. For added security, users may be required to begin by entering their network ID. From the display panel, a Stream Alert scan template is chosen. Templates can be customized and allow users to key in up to six document management fields of metadata. The message IDs for a previously created message and list may be entered, or users may choose to key in the information on the soft keyboard of the MFP. Optionally, additional information may be keyed in, including filters for delivery methods, subject, email confirmation address, and more.

Once submitted, the information is transmitted to the Stream Alert server with the image file of the documents that were scanned. Messages received to telephones, cell phones, or via other methods that cannot accept attachments, may tell recipients to check their email or fax for the documents. Audio messages can also request a response from the recipients. Messages received by email will include the message within the body of the email with the scanned documents provided as email attachments. Messages received via fax will appear on the cover page, followed by the scanned documents.

Launched From The Web

Alternately, notifications may be launched via a browser interface. Users begin by logging in. Stream Alert offers LDAP login support to Active Directory (Exchange environments) for the web interface. It then gives the users access to launch Alerts, list management, reports, administration, and more. Once logged in, user begin the launch process by choosing the distribution methods. Message options include creating text and converting it to voice, selecting existing text, recording an audio message, or selecting an existing audio message. Recipient lists may be selected from the Stream list management tool, or from a network location. Individual recipients may also be added 'on the fly'. Message and recipient information may be reviewed prior to continuing with the broadcast.

Audio broadcasts may be set up to request an acknowledgement from recipients, so users will know who was informed and can track responses. A surveying option is also available, allowing recipients to respond via their touch-tone phone. Audio messages may be set up to immediately provide conference call information. Once a broadcast has been submitted, Stream Alert provides real-time tracking of communication progress. Comprehensive reporting offers detailed results.

Launched From a Telephone or Cell Phone

Notifications can be launched from a telephone or cell phone, in much the same way as from a Xerox MFP. Users enter message and list ID information using the touch-tone key pad.

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Technical Specifications

Hardware Requirements

Minimum Server Requirements

- Dell, Compaq, or IBM Hardware
- Intel Xeon Processor
- 1 GB RAM
- Redundant, High Capacity Hard Drives
- Monitor, Keyboard, Mouse

Server Operating System

- Windows 2000 Server
- Windows 2003 Server

Supported Fax / Voice Boards

Brooktrout Technologies

- TR1034

System Administration

Reports - Sort and filter options for

- Detailed and Summary distribution reports
- Job Number
- Start and completion date and time
- Distribution method (voice, e-mail, fax)
- Destination type (office e-mail, personal e-mail, fax, PDA, home phone, cell phone, etc.)
- Resultant status (success, no answer, etc.)

Stream Alert provides a turnkey product designed to integrate with existing systems. The Stream system includes a robust communications server running a Windows operating system coupled with voice and fax communication boards. The system is designed to utilize existing company Telco resources. The system administrator configures user access to achieve security control. Installation takes only a few hours. Start up training and comprehensive support for installation, configuration, implementation, and ongoing maintenance are included with every Stream Alert system.

XEROX BUSINESS PARTNER



4201 Galleria Drive - Loves Park, IL - 61111
Phone: 800-325-7732 Fax: 888-435-2348
Email: sales@streemalert.com
www.streemalert.com