# Taking a Proactive Approach to Safety

The Kissimmee Utility Authority (KUA) wanted to take a proactive approach to keeping its employees safe by implementing a comprehensive mass notification system using the latest technology. Jeff Gray, Vice President of Information Technology at KUA was frustrated with the reactive approach many organizations were taking when it came to workplace violence or other emergency scenarios. “Why can’t we use technology, which is incredibly versatile and able to fit a lot of solutions, to mitigate risk, save lives, and help people get to safety during an emergency?” said Gray. “We took that thought and began applying it to everything we had.”


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To bring all their existing notification technology together as well as fill critical gaps in coverage, KUA needed a system that was powerful yet flexible enough to meet their specific needs. KUA identified Alertus Technologies as their provider of choice to fulfill their requirements. In fact, KUA was already working with Alertus when the largest mass shooting in U.S. history took place at Pulse, a nightclub in Orlando, Florida just 15 miles from KUA headquarters. This incident confirmed to KUA that they were taking the right steps in investing in their employees’ safety by choosing Alertus.

## The Challenges

**Instant Activation and Complete Coverage**

It was critical to KUA to have the ability to push a button and get the notification out to everyone right away, regardless of where they were located. To accomplish this, they wanted a hardware solution that, when activated used multiple notification points to increase the likelihood of employees receiving the alerts.

**Text Messaging Alone is not Enough**

KUA already had a simple text messaging system in place, but it had limited capabilities. "With just the text messaging system we lacked the ability to get alerts up on computer screens, and the Alertus system had that built in," said Gray. "This is critical because we have people who might not be on the notify list, or might be in an area where they don't see an Alert Beacon®. There was no holistic solution that would tell everybody, 'Get out' at the same moment." The text messaging system lacked the desired speed to deliver critical alerts consistently in an emergency.

*Alertus Desktop™ Notification can deliver a facility-wide emergency notification in a matter of seconds.*

# The Solution

**A Holistic Approach**

To solve the key issues of fast, easy activation and comprehensive alert coverage, KUA decided to implement several Alertus solutions.

"We went with the Alertus Emergency Mass Notification System because it had all the pieces we needed," said Shannon Berube, Business Applications Specialist at KUA. "The products were a great match for our company, and fits our needs perfectly."



*Alertus VoIP phone notification provides text and audio notifications that can be sent real time, such as emergency alerts and live audio notifications (i.e., paging/intercom), or they can be scheduled via the scheduling system.*

"There's a lot of desktop notification systems out there, but Alertus had all the pieces, we needed with integration built in," said Gray. Combined with the Alertus Mobile App and VoIP phone integration, KUA was able to expand notification reach and coverage.
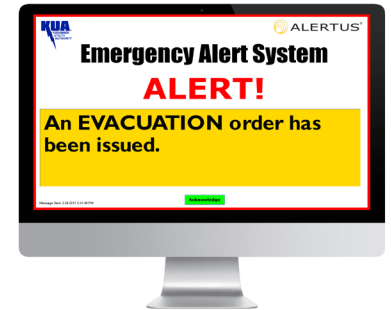
**Immediate Activation**

KUA needed the ability to quickly and easily active their emergency notification system.

"The chance of surviving an active shooter situation drops dramatically when you stay in the building," said Gray. "On average, it takes about 18 minutes to get the police to your door, while the active shooter situation is over in 12 minutes." The team at KUA wanted to take every step possible to help people evacuate the building as quickly as possible to increase the chance of survival.

# Conclusion

By leveraging the Alertus System's unique capability, KUA was able to create a holistic notification solution that could be activated quickly to send critical alerts out to all their employees.