

# TOP QUESTIONS TO ASK WHEN EVALUATING MASS NOTIFICATION SYSTEM PROVIDERS

Finding the right emergency communication solution doesn't have to be overwhelming... you simply need to know which questions to ask.



[www.regroup.com](http://www.regroup.com)

## Will the new system integrate with your existing systems & processes?

Implementing a mass notification system shouldn't require you to completely change the way you do business. Make sure it will integrate with your current systems to save time and resources.

Regroup seamlessly integrates with scheduling systems, websites, digital signage, PA systems, PBX/phone systems, outdoor warning sirens, fire alarm systems, cable TV systems, RSS feeds, federal alerting technology including IPAWS, and many more hardware and software tools. View a complete list of our integrations on our website.

## What is included (and what isn't) in the base cost of the system?

Many competitors charge high prices for one-time setup fees, integration add-ons, and messaging packs. Understand what you will get for the price you're paying to avoid unexpected costs like these and the inability to send critical alerts

because you have already used your allotted quota of messages.

Regroup takes the worry out of the notification process by offering a transparent base subscription price that includes unlimited administrators, groups, and data. We also include 24/7 telephone and email support, unlimited training, and 99.99% guaranteed uptime.

## Does the system have redundancies and fail-safe processes?

To eliminate risks of downtime when it matters most, avoid on-site or location-based mass notification systems that will be susceptible to adverse local conditions, like severe weather or overloaded cell towers.

Be sure to also ask about each company's uptime guarantees and whether they have redundancies in place to protect your data and system operations.

Regroup is a cloud-based system that isn't impacted by local conditions, and boasts a 99.99% uptime and



redundancies that eliminate failure points in communication channels.

### How can messages be sent, and is the system easy to use?

People aren't always at their computers when a crisis occurs. Be sure you can broadcast a message in the most convenient way possible from wherever you are. Have the provider demo the system for those who will be responsible for sending critical alerts so they can evaluate the ease of use for themselves.

Regroup offers a variety of fast and easy ways to send messages including from a website portal, smartphone, external email address, via SMS text message, automated messaging API, and by calling our 24/7 support team. Our system is robust and easy-to-use with an intuitive, straightforward interface that anyone can use. We offer convenient pre-built templates and one-click messaging to multiple communication channels to empower people with limited technical abilities to get important information out quickly and easily.

### Will the system simplify or complicate contact data management?

The ideal mass notification system will make contact database management easier and less time consuming by enabling you to automate bulk updates, perform manual adjustments as needed, and offer an easy way for members themselves to keep their contact information updated.

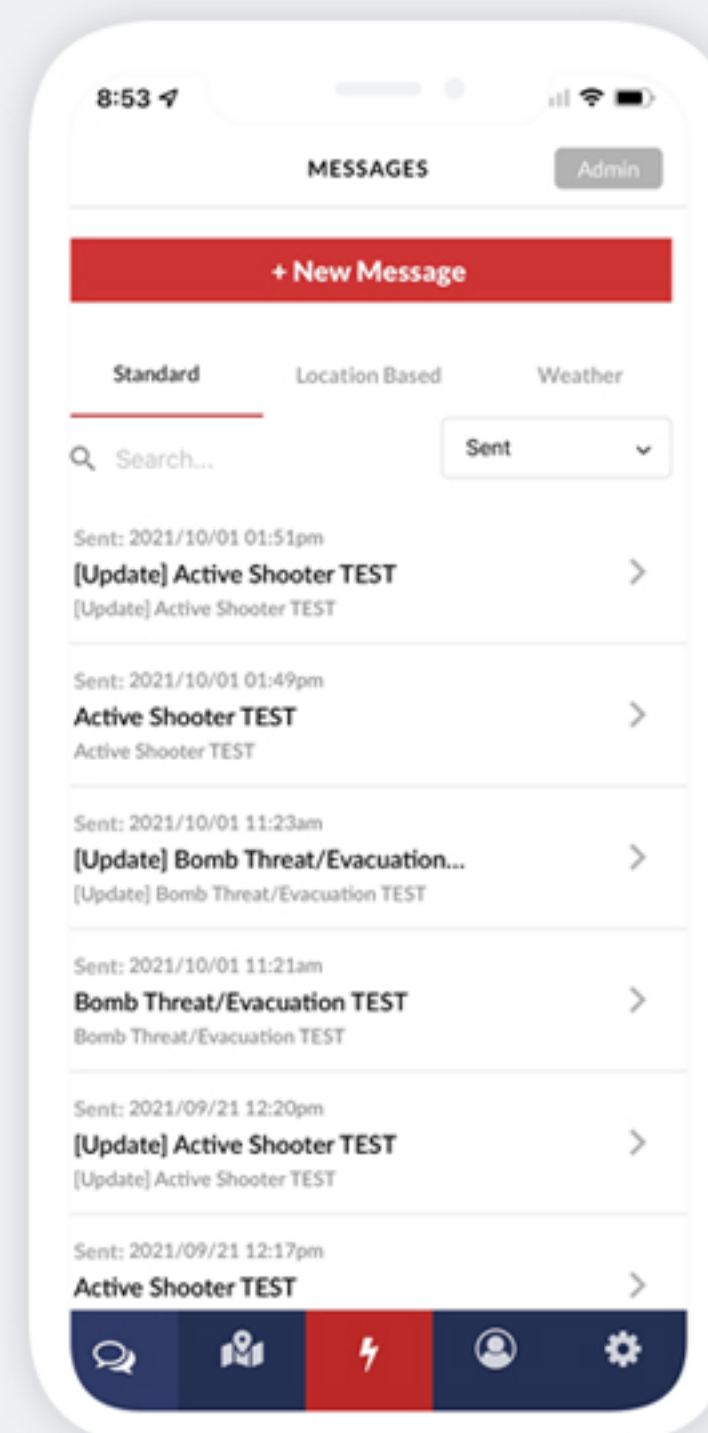
Regroup provides an easy to use, free mobile app that allows members to manage their own subscription and contact information settings. In addition, our Open API integrates easily with any third-party database to make sure your contact data is synced and current in all locations.

### Is the company's primary business focused on mass notifications?

Before committing to a provider, it's important to know exactly where their primary focus lies to ensure sufficient resources are allocated towards research and development of their platform.

Many competitors are hardware manufacturers or general security companies that offer a notification system as well.

The entire focus of Regroup's business is providing our industry-leading, all-in-one Mass Notification platform for emergency and day-to-day communications. Our product development team is constantly taking customer requests and releasing updates and improvements to make our system the best it can be for our clients.



*"If you're looking for a solution that's going to be stable, that's going to work, and that has stellar customer service, then Regroup is the way to go."*

**Rob Wiltbank**

Delaware Technical Community College

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