



Smarter communications at your fingertips

How FirstNet Messaging can help enable faster responses

Simple, efficient communication between personnel — virtually wherever they are. It's what powers the most effective modern organizations. And it's easy to achieve.

FirstNet Messaging enables rapid, two-way, highly secure group and individual communications — connecting leaders, mobile workers and field workers, through most devices they already carry.

The result is faster, smarter, and highly secure sharing of vital and urgent information, greater organizational efficiency, and improved emergency response.

With long-form messages, delivery confirmations and support for four different messaging protocols, an application and a website, FirstNet Messaging creates a flexible, powerful link between central and remote teams, strengthening any multimodal communications strategy.

Keeping teams connected

Whether your remote personnel are responding to a natural disaster or driving to their next repair job, you need a way to:

- Rapidly share urgent information with multiple recipients
- Know the information has been received

And your mobile personnel need a fast, simple way to reply.

With FirstNet Messaging, you can share information with multiple mobile devices simultaneously — giving your team the information they need to make quick decisions in ordinary and extraordinary situations.

Leaders can choose to receive message arrival confirmation, and mobile personnel can save precious time, by choosing from a list of standard, quickfire responses — or provide as much detail as they need to, with up to 1,000 characters.

How it works—it's simple

FirstNet Messaging is designed for easy integration with enterprise notification applications and web-based email (e.g., Microsoft Outlook).

1. Create your message:

Leaders type their message in their preferred enterprise or email application. Alternatively, they can type messages into their FirstNet Notification Center (FNC) web portal or FirstNet Messenger application—where they can also manage their address book and build and edit group lists.

2. Send your message:

When users hit 'send', the message is converted into a text message by the FirstNet Messaging Gateway and is delivered to all validated recipients. Recipients can use any device capable of receiving a text message or any data enabled device (such as a tablet). FirstNet Messaging works with major US carriers.

3. Receive confirmation:

All replies and delivery confirmations are automatically routed back to the message's source – whether that's the FNC, the FirstNet Messenger application, or the leader's Outlook Inbox.

What does this mean for your organization?

More efficient and secure communication, a more responsive workforce, and improved customer and citizen service.

Real Advantages

With FirstNet Messaging: An app for iOS and Android mobile phones and tablets to enhance the user experience with separate inboxes for personal and business messages, security features, enterprise address book, group chats, files and voice memo attachments, customized ringtones, and more.

Broad compatibility

Save on deployment—FirstNet Messaging is compatible with most devices capable of receiving text messages, with major US carriers, and supports a range of messaging protocols (SNPP, WCTP, SMTP and TAP).

Fewer devices = fewer expenses

Total cost of ownership is high for second devices, especially pagers. Reduce the number of devices and minimize IT support costs.

Works nearly seamlessly with most business notification applications:

No need to change most existing applications.

Quicker responses

Save time for personnel – set up preconfigured response options, for example, 'Yes', 'No', or 'Escalate', and they can deliver the reply they need to and get straight back to the task at hand.

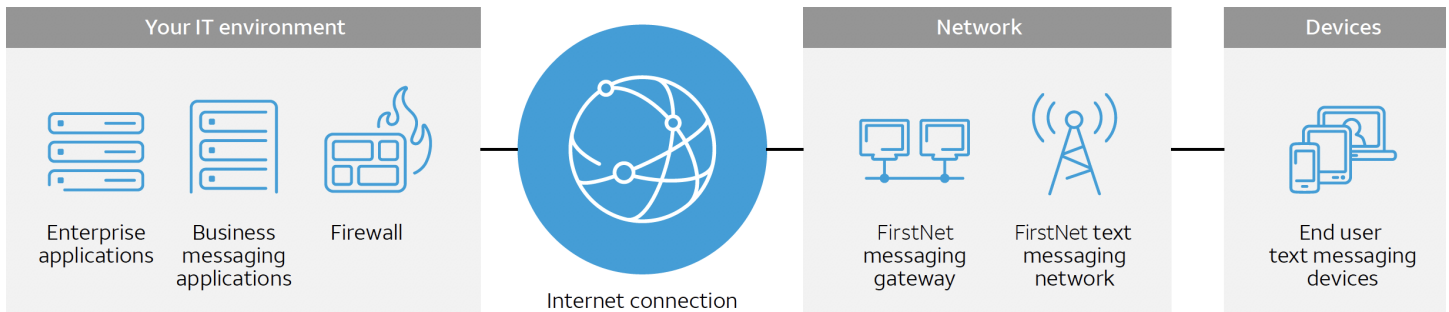


Did you know?

FirstNet Messaging can boost efficiency in a huge range of applications:

- Computer-Aided Dispatch (CAD)
- Business Continuity Planning (BCP)
- Systems Monitoring and Auto-Escalation
- Sales Force Automation (SFA)
- Lead Notification and Data Disbursement
- Business Process Automation (BPA/BPM)
- Workforce Management
- Field Service Automation (FSA)

Network Configuration



Key Features

Delivery confirmation	Gain peace of mind and help reduce remote worker errors with confirmation that vital information has been received.
Apps for both Android and iOS handsets and tablets	Download the app and get started. Send and receive messages on-the-go from virtually any mobile device and keep business messages separate from the rest. You also have access to the entire organization directory to help you stay in touch while on the run. The application is simple to use and available at no additional charge to all FirstNet Messaging users.
Highly secure messaging	The Secure Messaging feature requires use of the FirstNet Messenger App or web portal. All user communications are encrypted (message content and any attachments) at rest, in transit and on the mobile device. It supports industry regulatory compliance for HIPAA, FINRA, FISMA, FIPS and Dodd-Frank. Other security features include a PIN lock on mobile devices, message expiration, message delete on read and remote wipe of a mobile device by an administrator.
Spam protection	Minimize frustration and distraction with the power to filter SMTP (email) messages, and block messages from unapproved domain names.
Seamless support, 24/7	Call on specialized technical support from FirstNet whenever you need it.
1,000-character messages	Send more detailed information, which means no more clipped, unintelligible text strings over multiple traditional SMS messages.
Two-way group & individual notification and response	Drive efficiency with a solution that's simple to integrate with other enterprise systems and automation software and even easier to manage and use.
Consolidated devices, billing, and invoicing	Simplify administration and reduce costs—with one device per worker, one monthly bill, and one invoice.
Communications redundancy	Keep your remote personnel and organization moving forward, even in low-signal environments. With FirstNet Messaging, you can use TAP as a backup protocol if your email server or your Internet connection fails.

Find out more

Greater efficiency, productivity and responsiveness can be at your fingertips.

For more information, visit FirstNet.com/FirstNetMessaging