

CASE STUDY

Development of the iSentry® Crisis Management

Customer Profile

The client is a leading provider of crisis planning and emergency communication technology. Their solutions for Critical Incident Management are designed in alignment with the most innovative and progressive technology best practices available today while offering customers high-quality support and cost-effective pricing levels.

Project Objective

Development of the iSentry® Crisis Management Software System (CMSS).

Current Situation

The client wants to address the needs of every Private and Special Needs School (P& SNS) to effectively manage catastrophic events, every day critical incidents, manage risks, secure data, communicate, inform and manage their schools more effectively than ever before with a ROI that pays for itself immediately, over and over again. The product iSentry® Crisis Management Software System (CMSS) was conceived to address the needs of P & SNS schools.

Solution Provided

The iSentry® Crisis Management Software System (CMSS), is a web based application built using the SaaS model. The SaaS model allows management to focus on core business rather than IT and allows clients to allocate their budget to customer and revenue producing activities.

The iSentry® product sends alerts (VoIP, SMS, email) using 'crisis templates' and also has secure areas for documents / medical information and other disaster info. It helps to quickly build/maintain a crisis management plan while enabling faster response to a variety of crisis types by special-needs schools, colleges, universities, nursing homes, hospitals and other institutions in the U.S.

Client Benefits

Trigent helped client design & develop a cost effective and highly efficient Crisis Management Software System. Some of the benefits include.

- ❑ Reduced operating costs with on demand software
- ❑ Faster implementation times: Clients can see results in weeks as opposed to months

Overview

Brief Profile

A provider of innovative critical incident, crisis and compliance management.

Objectives

Development of iSentry Crisis Management Software System (CMSS)

Technology Stack

- ✓ Linux Fedora Core 8.0
- ✓ Apache 2.x
- ✓ PHP 5.x
- ✓ MySQL 5.0
- ✓ Zend Studio
- ✓ PDF Writer

Benefits

- ✓ Reduced operating costs with on-demand software
- ✓ Faster implementation times
- ✓ Flexibility to rapidly add enhancements
- ✓ Easy enforcements of SLA's

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- ❑ Flexibility to offer subscribers/clients incremental and on-going business application enhancements and releases
- ❑ SLA's can be enforced easily to ensure the appropriate level of services and support
- ❑ Using a SaaS model the users are guaranteed strong security, back-up and recovery services