

# Intuitive and Efficient Help in Emergencies

Emergency 911 – a scenario with DAKS-Eco

Despite all precautionary measures, an employee can be injured on the job, or a number of workers can fall victim to a large-scale industrial accident.

How do you avoid that, in these cases, organizational shortcomings in the contingency management plan provoke hazardous delays?



DAKS-Eco helps you stick to your business' contingency plans and processes efficiently and with full confidence: DAKS enables employees to react properly, notifies all relevant persons and brings help to accident victims much faster.



Improves overall safety



Brings quick help to accident victims



Reduces the risk of liability for organization failure



Integrates all helpers and authorities right from the start

## Our Solution with DAKS-Eco



A co-worker calls the emergency number (e.g. 911). While DAKS-Eco immediately puts the alarm caller through to the reporting point, it automatically also calls every predefined responsible person (first responders, facility security, company management) and switches all together in a conference call.

The phone number of the caller who dialed 911 is transferred directly and in-house first responders can access the scene of the accident without delay.

The rescue directing center initially gets the highest priority. Bypassing any routine introductory voice messages, it takes the emergency call directly and right off has the right to speak. In this way, it can find out first-hand from the distressed person what happened.

At this point, all other conference members are on listening-only. But when the rescue directing center hangs up, they automatically get the right to speak. Now the staff and those in charge can decide together on the internal measures that must be taken.

### This is how it works with DAKS-Eco:



### More Details on this Scenario:

- DAKS-Eco takes into account contact details, individual priorities and proxy regulations, time profiles and the preferred types of communication, e.g. over the phone, via e-mail, text or voice message, or with conference switching.
- If you put DAKS to use for other company functions as well, broadcast processes can be suspended and „frozen“ in support of the prioritized 911 emergency call scenario.
- If employees in other business areas are also at risk, the DAKS-Eco communications processes can alert them swiftly and effectively at the push of a button.

### Components Used:

- DAKS-Eco
- Module „Advanced Workflow“