

PRESS RELEASE

HIS-IZZ HOSPITALS IMPLEMENTS CENTRALISED NOTIFICATION WORKFLOW HUB USING MESSAGE MASTER® ENTERPRISE ALERT

Potsdam, Germany, 3 December, 2009: Derdack, provider of mobile messaging platforms and notification workflow software today announced that HIS-IZZ Hospitals, a network of four hospitals based in Brussels, has implemented a centralised notification workflow hub using message master® Enterprise Alert from Derdack. This has automated the management of critical alerts and warnings, resulting in improved business continuity and a lower risk of unexpected business interruption.

Mr. Brocken, Prevention Advisor, HIS-IZZ Hospitals explains, “We had a basic paging system in place and could see that message master® Enterprise Alert offered a proven solution that provided all of the notification functionality and the centralisation capabilities we were looking for. It has given us greater control over notifications and reduced the risk of interruption to our business continuity. We have eliminated the need for staff to carry both pagers and mobile phones. Together with the low maintenance associated with message master® Enterprise Alert, we have also reduced our ongoing monitoring costs.”

HIS-IZZ Hospitals’s four hospitals use a number of internal monitoring systems. Previously if an alarm was detected alerts were sent from the monitoring software to pager devices carried by a team of technical staff. However a 16 character message limit meant that a complex series of codes was used to indicate the nature and source of the alert.

Derdack’s integration partner M2MCOM has implemented a pair of message master® Enterprise Alert servers each of which acts as a centralised notification hub for two HIS-IZZ Hospitals. Each server also provides reciprocal backup, and in the event of a problem affecting normal operation all alerts can be seamlessly switched to the other server thus ensuring continual monitoring.

If a critical event is detected, for example a fire alarm is triggered, an email is immediately sent to the message master® Enterprise Alert server. Derdack’s software intelligently analyses the content of the email to determine the precise location of the alarm and nature of the problem. It then creates and sends an SMS message to the technical team that supports the particular building affected by the alert.

message master® Enterprise Alert also manages the notification workflow for non-urgent warnings such as where a fire door has been left open or a smoke detector is no longer responding. Alerts are sent from message master® Enterprise Alert via SMS to the relevant technical team responsible for that hospital.

Mr. Brocken, HIS-IZZ Hospitals concluded, “Intelligent translation of the codes contained within the email alerts by message master® Enterprise Alert ensures that we are now sending detailed and meaningful information using plain language to the technical team. The project has been a complete success and we are now investigating connecting other technical systems to the notification hub.”

Matthes Derdack, Managing Director of Derdack added, “The strength of message master® Enterprise Alert’s integration capabilities ensures that additional systems can be connected to the hub with minimal effort thus allowing the hospital to gain maximum benefit from its investment in notification workflow software. Centralisation and consolidation leads to significantly reduced total cost of ownership and ultimately, message master® Enterprise Alert is an important element not only for business continuity but for the health and security of the hospital’s patients.”

ABOUT HIS-IZZ HOSPITALS

HIS-IZZ Hospitals is a hospital network with 5 hospitals and 11 sites spread throughout the Brussels Region, including hospitals specializing in pediatrics and oncology. The network has 2.461 beds, 121.000 inpatient admissions, 673.000 bed days and over one million outpatient admissions annually.

ABOUT DERDACK GMBH

Derdack is an independent software vendor offering mobile messaging platforms and notification workflow software. Derdack's premium products provide clients with unsurpassed service innovation and business continuity. Derdack is headquartered in Potsdam, Germany and has several hundred installations worldwide. A thriving Partner channel extends the company's reach globally.

Derdack is recognized for its intuitive yet inspiring software products and has customers in over 50 countries worldwide and in all verticals. Clients include BMW UK, Caterpillar Belgium, Daimler, Microsoft Ireland, Roche Switzerland, Siemens Germany, Steria UK, Symantec and Telstra Australia. For further information please visit www.derdack.com.

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