

Genasys for Utilities

Keep people safe and operations running smoothly.

Genasys Protect enables **rapid notification** to the customers and employees you need to reach, to handle both urgent communications and day-to-day business notifications. During incidents impacting customers, **reduce the time** from event recognition to customer notification. Streamline communications, from infrastructure issues to event billing and collections, making your teams more efficient. Be ready for the impact of service disruptions and unexpected events, with a streamlined communications hub for business.



Customer Engagement

Use Genasys Protect as a trusted source of critical information for your community. Customers can use the Genasys Protect mobile app or website to monitor events and get important updates.

Employee Notifications

Connect with your employees and ensure they get important alerts no matter where they are with comprehensive, multi-channel communication including email, voice calls, and SMS.

Billing Communication

Delinquent payments can be a time-consuming hassle for your teams. Use Genasys Protect as a communications hub to reach specific customers with important communication and information.

Public Safety Awareness

From boil water orders to hazardous materials incidents, emergencies endangering people require rapid communication. Genasys Protect targets communications to impacted customers and visitors.

Infrastructure Alerts

When emergency incidents threaten critical infrastructure, communicate to targeted, impacted areas so the public knows when services will be restored.

Maintenance Notifications

Warn your customers about service disruptions before they happen. Give them the time to prepare and plan for an outage with targeted communications only to impacted areas.

Mapping and Visualization

Detailed mapping helps tell the whole story. Eliminate confusion and show the community impacted critical infrastructure locations and areas of an outage in real-time.

Common Operating Picture

Collaborate with first responders, emergency managers, and public works officials through a common operating picture with unified communication and response.

"It's just so easy to set up a template and do some quality control before sending an alert to make sure that we have the right customers targeted. After sending an alert, (Genasys Protect) provides analytics as to which communications were not delivered. The system allows us to reach out to our customers and request they update their contact information so that they will continue to receive notifications." -

Regina Cullado (Golden State Water Co. Customer Support)



Genasys Protect: The Communications Solution for Utilities

Improve everyday and urgent communications using various channels for both staff and clients. Enable your company to respond swiftly to any disruptions, thus **enhancing business continuity and resilience**.

Genasys Protect ALERT:

- » Reach everyone you need to through targeted, multi-channel, mass notification
- » Communicate quickly through Quick Launch and sensor triggered alerts
- » Accelerate time-consuming tasks such as delinquent payment requests
- » Send automated alerts for infrastructure failures through sensor integrations

Genasys Protect CONNECT:

- » Collaborate and share information through real-time two-way chat
- » Maintain compliance with the strictest security requirements and regulations
- » Collaborate internally, across regions, and with external organizations

Genasys Protect ACOUSTICS:

- » Send clear and intelligible voice alerts across long distances, over loud background noise and into buildings
- » Broadcast pre-recorded and live voice messages to reach employees and visitors across large campuses and multiple buildings or facilities

Genasys Protect EVAC:

- » Target communication across large complexes and facilities with flexible zones
- » Establish a direct connection in planning with public safety professionals
- » Provide constant situational awareness for employees, customers and visitors
- » Improve planning and reaction time through crisis, evacuation or lockdown simulation

Genasys: Global Provider of Protective Communications Solutions

Protecting people and property for over 40 years and covering over 70 Million people in more than 100 countries worldwide, including more than 500 cities, counties and states in the U.S., as well as more than half of all California counties.

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