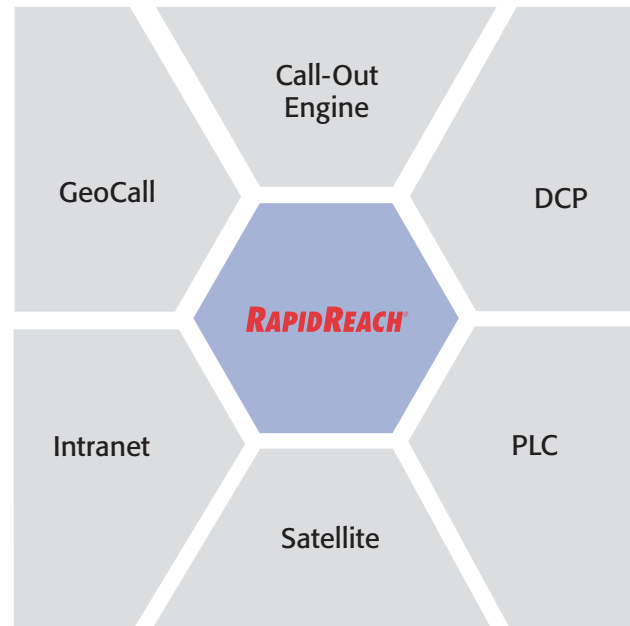


Data Connection Platform



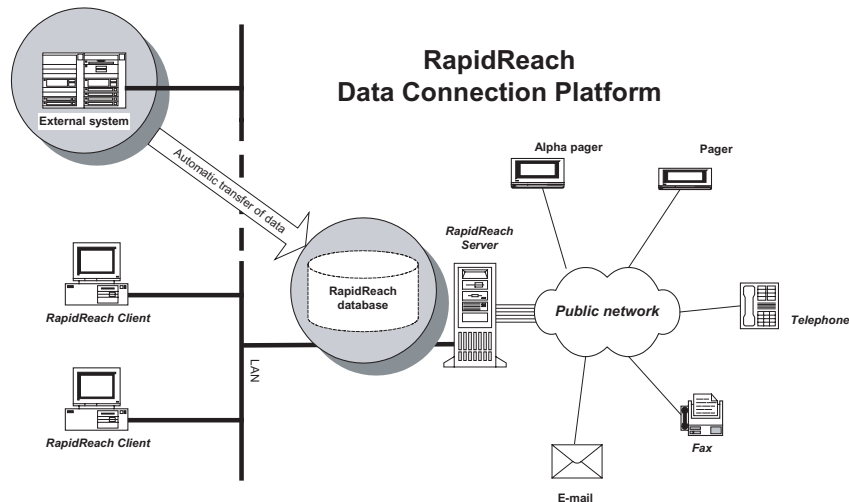
Connect your existing applications to an automated call-out system



Do you get situations when you quickly need to call people who are listed in your existing human resource, business continuity, or contact information systems? RapidReach Data Connection Platform will connect your application to the RapidReach call-out system.

What is RapidReach DCP?

RapidReach DCP (Data Connection Platform) is an application platform which is used to connect RapidReach to other systems. With DCP, contact details can automatically or manually be transferred to the RapidReach database. This way, RapidReach can automatically and quickly contact people who are listed in external human resource systems, business continuity databases, or other sources. Contact information for entire teams can also be transferred to the RapidReach database. DCP supports a predefined mapping for the most commonly used databases. Other systems can easily be added to this collection to suit specific customer needs.



How does it work?

First of all, a connection to the database you intend to use must be established. If the database is not supported by the DCP, it can easily be included in the DCP suite with relatively minor development effort. The next step is to configure the DCP by specifying the tables and team selections you wish to import. You can also schedule an automatic import to keep the RapidReach database updated on a regular basis. New individuals in the source database will be added to appropriate teams in RapidReach, removed individuals will be deleted, and modified individuals will also be modified in the RapidReach system. After each import a log file is created where all modifications are listed.

System or Service?

The DCP can either be used together with a RapidReach System, where all hardware is kept locally at your site, or with a RapidReach Service, where only a small client is kept locally. The information you wish to transfer from your own database can be imported into a RapidReach System or be used as the data source in a RapidReach Service Application. When using DCP with the Service, the RapidReach database will be updated with new information each time the local client is started.

RapidReach DCP features:

- Allows you to automatically replicate key call-out information from your existing databases.
- Data transfer can be initiated manually or scheduled for automatic activation.
- All modifications or errors are logged in separate files for inspection or data processing.
- Automatically replicates in RapidReach adds, removes, or changes to individuals or teams in the source database.
- Supports both system and service usage.
- Supported Business Continuity applications:
 - MS-Excel (multiple documents)
 - CSV files (multiple documents)
 - LDRPS (Strohl)
 - RecoveryPAC (CPA)
- Support is provided for other applications. Contact your reseller or Enera for details on how to include your application.

