genasys

Genasys Protect 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.

The Genasys Protect platform provides **powerful preparedness**, response, and communications solutions to keep the community informed, and your business operating. 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 Notices

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 & 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.

"(Genasys) worked with our other technology partners to support our customers' preferences and loading them into the (Genasys Protect) system. That collaboration was very smooth." **– Regina Cullado (Golden State Water Co. Customer Support)**

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Genasys Protect: The Communications Solution for Utilities

Provide customers with the information they need **when it matters**. From information about an emergency incident to a minor service interruption. Effective communication **streamlines operations** and **reduces stress** on your customers. Respond to emergencies and send critical safety alerts with ease. **Target communications** for customers, employees, or contractors to **reliably send critical information** and important instructions. Genasys Protect helps keep people safe and operations running smoothly.

The Genasys Protect Difference:

» **Respond** to emergencies faster.

» **Provide** communication through a mobile app, website, email, and SMS.

» **Alert** your community with surgical precision, targeting information to those who need it most.

» **Communicate** with customers and employees through a single hub, consolidating billing reminders, public safety announcements, and emergency warnings.

» **Map** critical infrastructure, segmented by intelligent zones to aid in targeted communication.

» **Connect** with first responders and emergency managers through a common operating picture during emergencies.

» **Use** integrated sensors, soft keys, or dedicated panic buttons to send alerts with location-specific details, protecting people, infrastructure, and facilities.

» **Communicate** the right messages to specific customers in targeted areas.

» **Track** facility presence - Ensure on-site staff, contractors, vendors and visitors are known and accounted for automatically.

"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)

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