CitCom

Technical Specifications
(Emergency Alert System)

Performance

- **Call Per Second (CPS):** Up to 30 CPS — 1,800 concurrent calls per minute!
- **SMS Message Per Second:** Variable (depends on message length)
- **Emails Per Second:** 15,000 emails per second
- **Service Availability:** Unwavering uptime since 2019
- **Message Personalization (e.g., "Hello, Mr. Smith"):** Yes (call, SMS, email)
- **Two-Way Communication with Citizens**: Yes (call, SMS, email)
- **Alert Trigger Time**: 20 seconds
- **Precise Geo-Targeted List Creation**: Under 60 seconds
- **Smart Delivery Algorithm**: Yes — initially contacts a single resident per address

Key additional considerations

- **Usage Fees (calls, SMS, emails):** Included in the annual licence fee
- **Data Import Fees:** None — provide your Excel file, and we'll handle the rest
- **Application required:** No — ideal for non-tech-savvy citizens
- **Automated Annual Database Updates:** Yes — essential for system efficiency
- **Mobilize Employee First:** All relevant staff reached in under 10 seconds
- **Server Architecture:** Two redundant servers running in parallel.
- **Datacenter Location:** Canada (database and application)
- **Emergency Technical Assistance:** Available 24/7
- **Alert templates:** 35 preconfigured + create as many custom templates as needed
- **Real-Time Delivery Confirmation:** Live performance analytics & advanced stats
- **Distribution Lists:** Create as many audience segments as you need
- **Dedicated alert hotline:** Included—ensuring your main phone lines stay available
- **Caller ID customization:** Display your municipality's main number
- **Customer Service hours:** Weekdays, 7AM to 7PM