

# Emergency Management Service.

In uncertain times, it is important that your business focuses on customers, employees and business continuity. Information is vital in minimising the potential impact on your business, informing your customers and workforce with the most up to date information through an emergency SMS, email, push notifications, voice message or landing pages will help minimise the impact.

Engage Hub has over 10 years experience in managed service delivery, serving some of the largest enterprise clients in the UK and internationally. Our dedicated Bureau Team can deliver industry leading SLA turnarounds from contact to deployment, whilst utilising our carrier grade platform to execute, deliver and monitor engagement.

## How we can help.

- Keep employees and customers up to date
- Share vital information and updates
- Reduce business impact of the emergency
- Automate employee well being check-ins
- Improve quality of service resolution
- Simultaneously solve queries using customers preferred channels
- **Deliver the right information at the right time**

## Features available to you.



2 way cross-channel communications: SMS, email, push notifications, voice, landing pages



Create employee and customers lists to manage internal and external communications



Define secondary communications using other channels if the initial message has not been received or read



Set automatic rules and triggers to provide the most up to date information at the right time.

**For more information on this service and how we can support you.  
Please email**

[sales.enquiries@engagehub.com](mailto:sales.enquiries@engagehub.com)

**or call**

+ 44 (0) 800 3580966

*(between 9am-6pm)*

# About Engage Hub.

**Every customer is unique. Engage each one.**

At Engage Hub, it's our mission to make sure your business treats your customers as individuals to engage each and every one, so you win them over faster and keep them for longer.

With over 30 years in the business, our services have evolved alongside the needs of our clients, including some of the world's most successful brands across the financial services, utilities, telecoms, retail and logistics sectors. We understand the challenges you face - from data silos to legacy systems – and have built intelligent, intuitive and effective solutions that work for you.

Our commitment to excellence has helped us build a reputation as the leading global provider of data-driven consumer engagement and customer retention solutions. At a time when brand loyalty is at an all-time low, our data orchestration technology delivers the kind of experiences your customers have now come to expect. So, you can always keep them engaged and happy.

Engage Hub is proud to support some of the world's most successful companies:



As featured in:

FORRESTER

CITY A.M.

THE TIMES

mycustomer

campaign

HUFFPOST

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