



Dartmoor Search & Rescue Team (Tavistock) Use HSL to Provide SMS 'Call-Out' Service

The charity organisation 'Dartmoor Search & Rescue Team (Tavistock)' have been a loyal client of HSL's for 5 years now. When Dartmoor Search & Rescue Team (Tavistock) (DRG), who are recognised by the Mountain Rescue Council of England and Wales, realised that their old 'paging' system was fast becoming outdated, they identified SMS messaging as the ideal solution to meet their requirements. They needed a modern service of superior quality and one with great reliability from a company with strong reputations within the mobile messaging industry. As such they contacted HSL to provide an alert broadcast service which was unique to their special 'callout' requirements.

When HSL were contacted by DRG, it was quickly established that the technology and infrastructure already in place would assist DRG with their modernised approach to both emergency call-outs and non-emergency communications. In an emergency situation, the rescue group is called out by the Police when there is reason to believe that one or more people may be missing or injured on Dartmoor. An SMS message is then sent to a broadcast number, which automates a call-out message to be sent to team members, who can then send a confirmation of attendance text to the broadcaster. The SMS technology also provides DRG with a means of communicating with their members on a regular basis.

To this day DRG continue to utilise HSL's AlertBroadcast solution as over the years HSL's solution has remained an effective messaging system for DRG's teams. Paul Hudson, Controller for DRG says, "The system has been proven to be extremely reliable on callouts since we began its use 5 years ago!"

HSL's technically capable infrastructure ensures that the critical messages are delivered to users reliably and promptly. Additionally, DRG have found the support

offered by HSL's Sales and Support staff to be very helpful in assisting with any questions DRG may have.

HSL's AlertBroadcast solution is actually suitable for a variety of messaging situations. For instance, broadcast messages can be extremely useful for field sales teams when communicating special promotions and pricing fluctuations. Team members easily receive important information quickly, discreetly and conveniently. The team members can then send an SMS back to the team controller to confirm details, or call the controller if required at a more appropriate time.

AlertBroadcast therefore not only lends itself to rescue situations, as in the case of DRG, but also to any situation where numerous alert notifications need to be sent to a number of contacts quickly and dependably thus making the solution attractive to all sectors of industry.