meta.crm

Software for Crisis Communication

Introduction

Chemical companies are often subject to criticism by their immediate neighbours. The jobs are urgently needed, but many citizens are afraid of accidents.

In the case of a crisis, it is therefore vital that the companies instantly send out comprehensive information to all parties concerned. In addition to an efficient crisis organisation, you will also need tools which assist the crisis committee in coping with accidents in industrial areas.

In close cooperation with three industrial enterprises in the German Rhine-Main region, meta.relations has developed the communications software meta.crm.

With meta.crm, you can distribute information about emergencies to authorities, politicians, the press, broadcasting services and your neighbourhood.
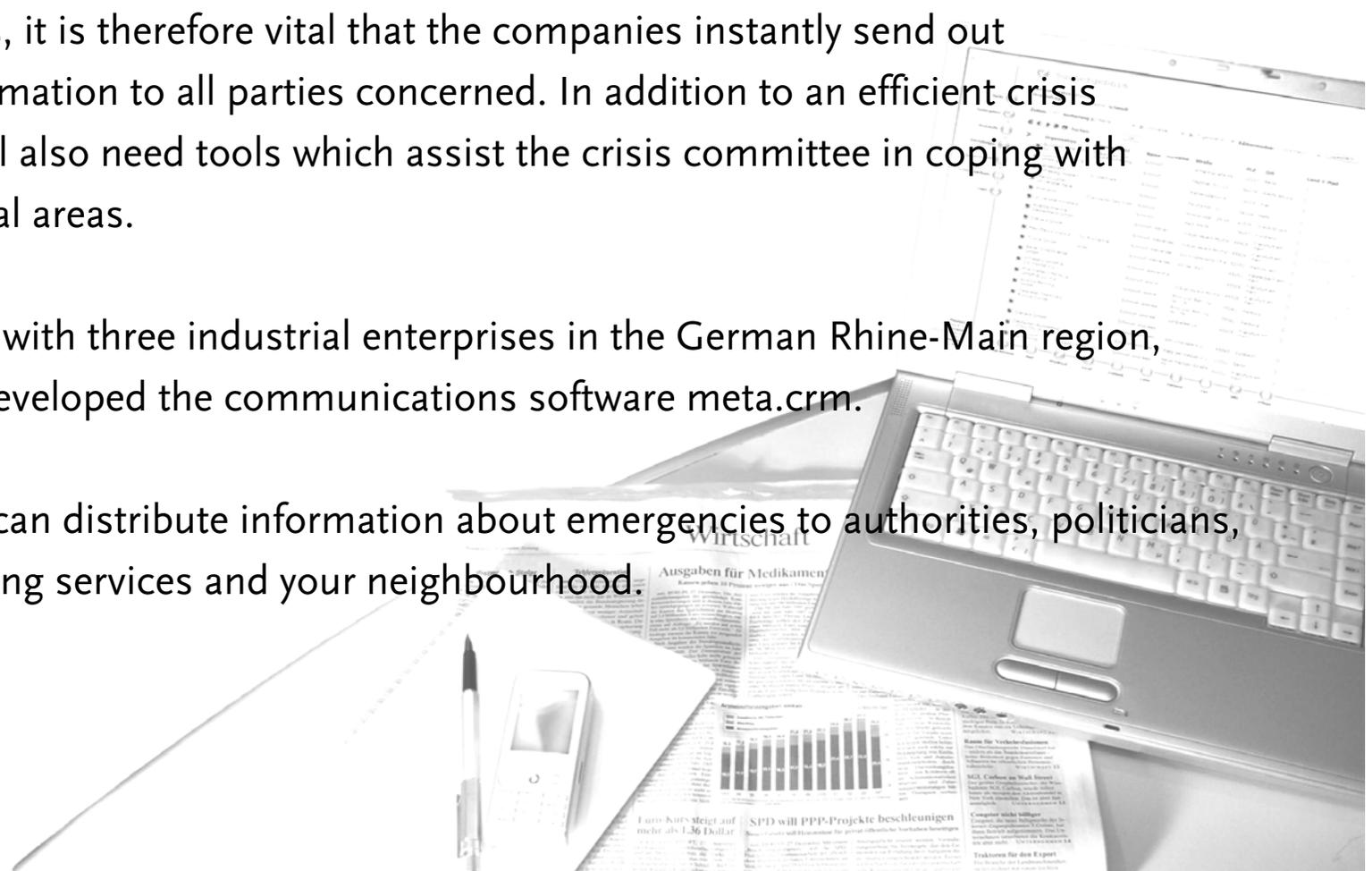
Security and Flexibility

meta.crm is a web-based, easy to operate communications database which allows you to administer all your addresses and contacts via the Internet. These addresses are administered in an SQL database.

To guarantee data security, the meta.crm data is transferred from the database server to your computer via a 128-bit encrypted connection.

At the same time, an IP check can be activated which only allows access if the login is from an IP address which has previously been registered.

If, in case of an extreme situation, you do not have access to one of the main computers you can also inform the public externally via meta.crm. All you need is an internet access.
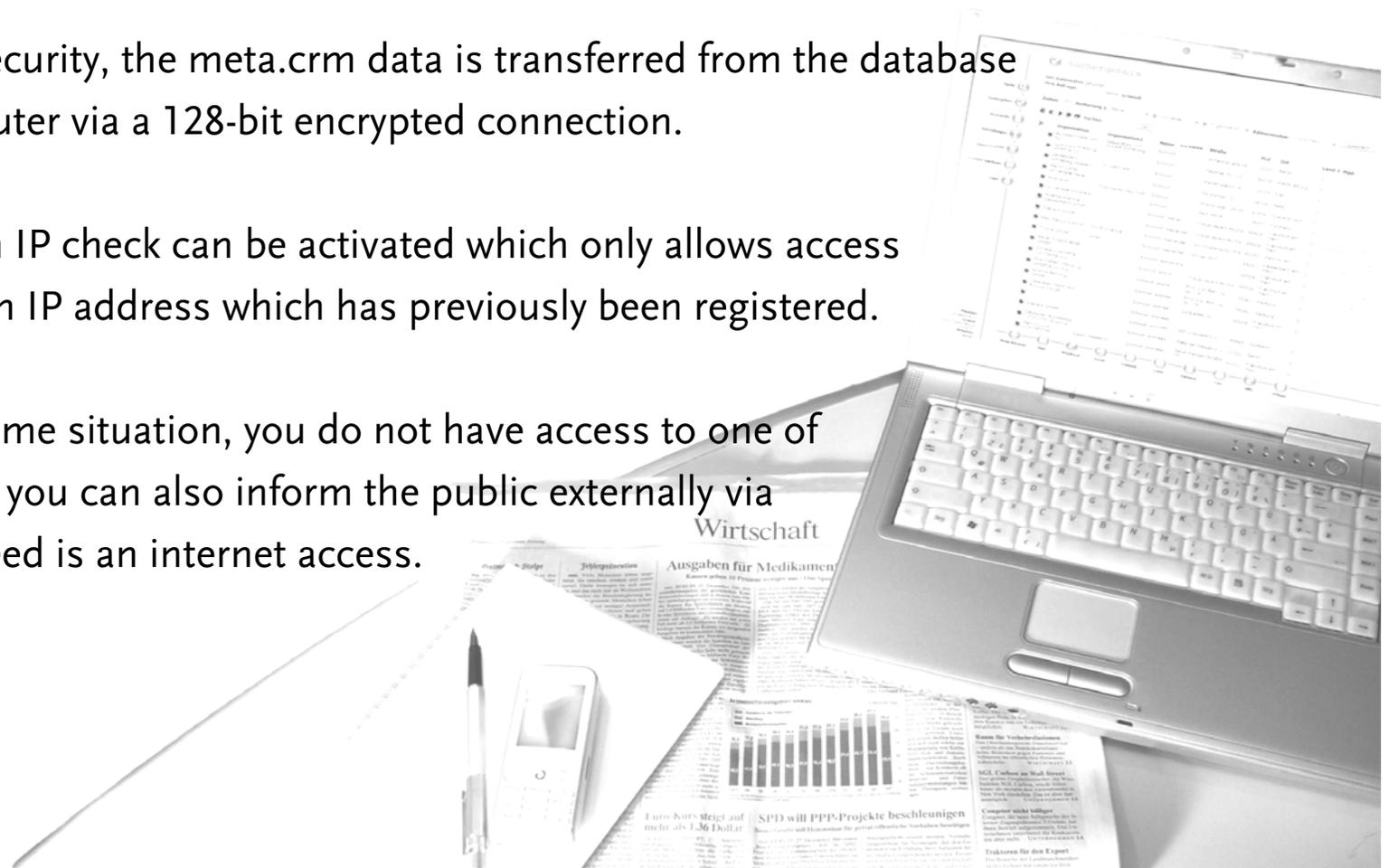
Global Crisis Communication

The meta.crm user interface is multilingual (currently available in German, English and French). You can set the language you want when you log in. More languages can be incorporated on request without any major problems.

The multilingual functionality and Internet compatibility make meta.crm the perfect tool for use in global crisis communication.

Options

Manual ?

General

Language	english
Password	•••
Confirmation	•••
Use this country during the creation	Ger
Mailing origin country	Ger

Einstellungen

Handbuch ?

Allgemein

	deutsch
	•••••••
	•••••••
eintragen	Deutschland (D)
	Deutschland (D)
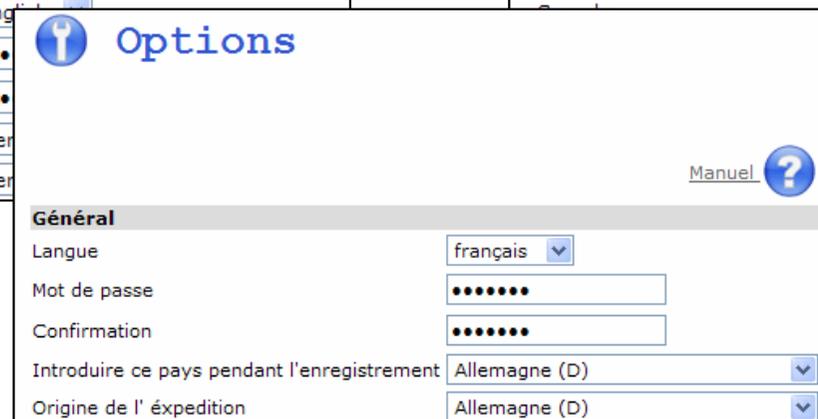
Options

Manuel ?

Général

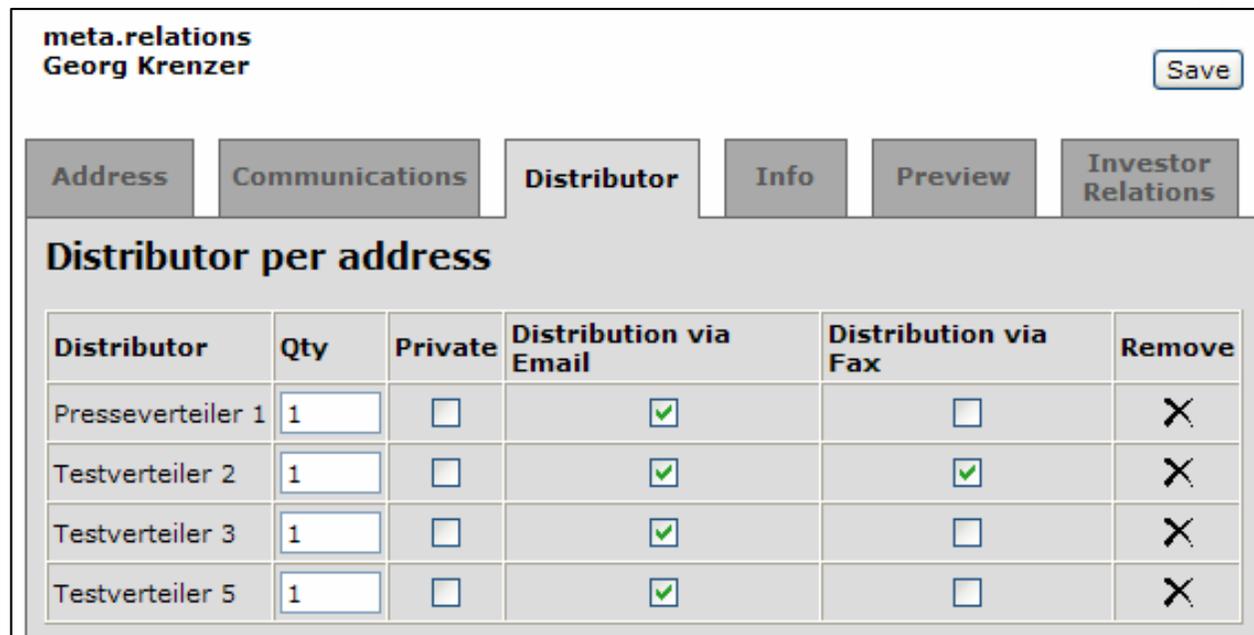|	
Langue	français
Mot de passe	•••••••
Confirmation	•••••••
Introduire ce pays pendant l'enregistrement	Allemagne (D)
Origine de l' éxpedition	Allemagne (D)

Distribution list maintenance

You can incorporate your addresses into various crisis distribution lists. For each distribution list, you can decide the means by which your contact is to receive the information you send.

You can even assign multiple distribution lists to one address at the same time using the maintenance function.

Fax broadcasting

You can also send faxes to your contacts using meta.crm. The fax function is designed for simultaneous sending of large numbers, so it is perfectly suited for use in a crisis situation.

Once the faxes have been sent, you can use the integrated fax protocol to check what has been sent correctly.

Fax details

Print | Close window

Short description	Date/Time	Cost center	Sent at	Job	Sent	In process	Error	Total
KITA	15.03.2004 18:57:43	CS_DMS	Immediately	14541339	1	0	0	1

Company1	Name	First name	Fax no.	Fax no. 2	Status	Description	Sent at
Der Wochenblick Verlagsgesellschaft mbH			06144938120		SENT	delivered	15.03.2004 18:57:00

Fax

Counter: 57

Short description	
Consider preferred distribution type	☐ Refresh counter
Fax content (*.pdf, *.doc)	Durchsuchen...
Cost center	CS_DMS
	Prepare fax Send fax immediately
Optional: Send at (time within next 24 hours)	☐ : ☐

Wirtschaft

Ausgaben für Medikamen

SMS transmission

Messages can also be sent to SMS-compliant telephones. This option is designed to send Short Messages in large numbers at the same time.

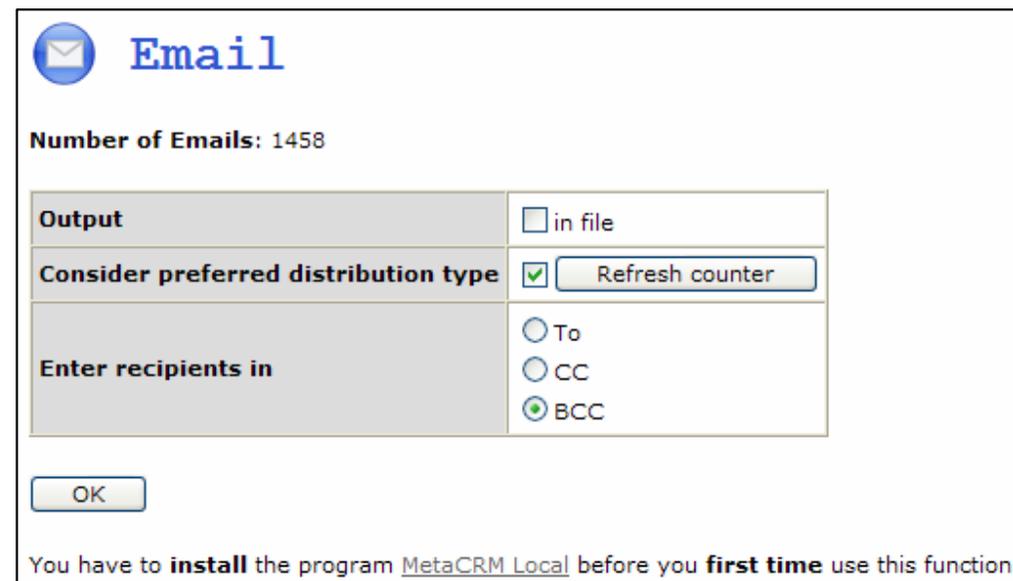SMS is an excellent way to send out information quickly, especially to inform direct neighbours on crisis situations. Via SMS, you can always reach your contacts, no matter where you are.

E-mail Transmission

meta.crm has interfaces to Microsoft Office and other office suites. In order for this to be possible over the Internet, we have developed a module that can communicate with your local applications.

You can export the e-mail addresses of your contacts to Outlook or other e-mail applications at the touch of a button.

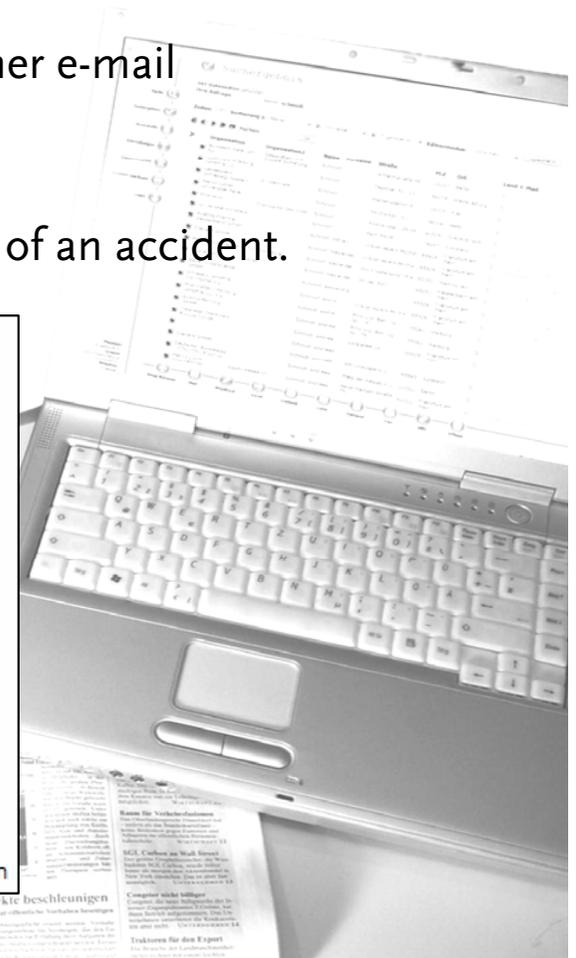Therefore, it is possible to inform the recipients also via e-mail in case of an accident.

Contact

meta.relations

Georg Krenzer

Karl-Staib-Str. 44

65795 Hattersheim

Germany

Phone: +49 (6190) 9199-457

E-mail: krenzer@meta-relations.de

Internet: www.meta-relations.de