

What types of situations would necessitate the use of XO® Connect?*



Urgent Situations

A maintenance staff member working in the basement of a pharmaceutical research facility smells a strong odor coming from some pipes in the corner. The employee reports the issue to his supervisor who quickly alerts the facility's head of security. The head of security, using XO® Connect via his mobile phone, quickly records and sends an urgent voice, text, and email message alerting the employees about the gas leak. The message asks them to remain calm and directs employees and visitors to exit the building in an orderly manner using a specific exit route. The messages are delivered to employees via their mobile phones and email in less than a minute.

Severe Weather Conditions

The facilities manager at a large IT corporation arrives at work at 5:00 a.m. and discovers that the overnight ice and snow storm created hazardous road conditions in the area and the building's parking lot is covered with a foot of snow. He confers with the company's management by phone and gets their go-ahead to delay the office opening until 12:00 p.m. He immediately accesses XO Connect portal via his computer and types in a text announcement about the delayed opening due to severe weather conditions. He hits "Send" and within seconds his messages are delivered to the entire employee population before they head out of the door, via their email and cell phones.

Employee Motivation & Announcements

The results of the fourth quarter sales contest are eagerly anticipated by the employees of the ABC Corporation. At stake are all expense-paid trips to the Super Bowl for the top three reps, plus cash bonuses for the highest-performing sales team. The finance group has been hard at work since the end of month tallying the results and identifying the winners. Finally, the numbers are in. The company president, utilizing the XO Connect service, immediately sends a congratulatory voice mail announcement to all employees: "Tim Stewart, Jean Clark and Robyn Reed and their guests are going to the Super Bowl! Bonuses for the New York sales team—they beat out all other markets in Q4! Outstanding job, everyone!"

Operational or Customer Service Issues

A construction project in Nashville, TN causes a sudden power outage, affecting all Tennessee customers of XYZ Company. Upon learning of the outage, the company's director of network services sends out an urgent email and text message via the XO Connect service, specifically targeting all employees in the company's Tennessee offices, to provide the outage details and repair status. He continues providing hourly status updates throughout the rest of the day to ensure the employees in the offices and in the field have the most up-to-date information to share with customers.

XO, the XO design logo, XO Connect, and all related marks are registered and unregistered trademarks of XO Communications.

* The events and situations described are fictitious and for demonstration purposes only.