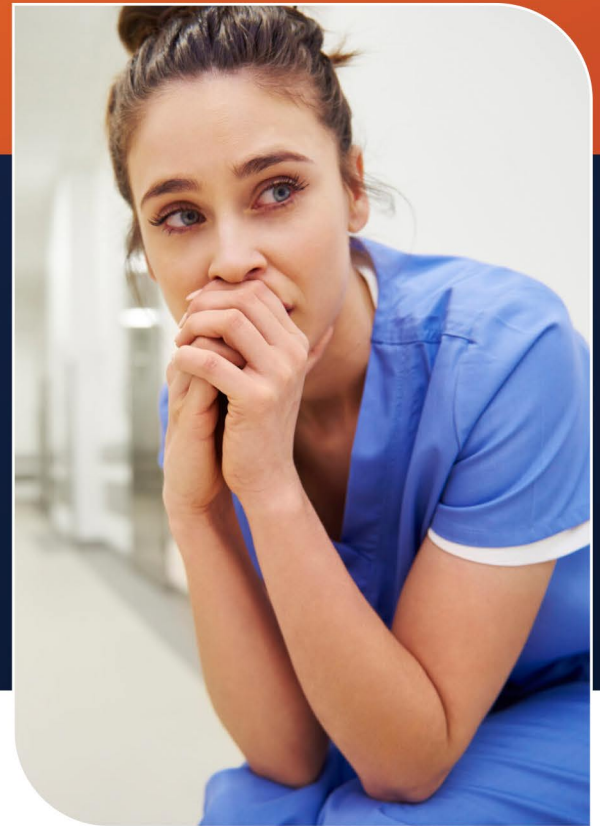




CASE STUDY:

D&S CrisisConnect

Transforming Emergency Response for a Statewide SANE Organization

The Challenge

In cases of sexual assault, every second counts.

A leading **Sexual Assault Nurse Examiner (SANE)** organization, operating across multiple hospitals and jurisdictions statewide, needed a faster and more reliable way to alert and dispatch on-call nurses, advocates, and law enforcement.

Their existing notification process was fragmented — each hospital relied on its own PBX system, communication delays were frequent, and dispatchers had no clear visibility into who received or acknowledged an alert. Outdated pagers and inconsistent communication channels created costly delays in delivering care when survivors needed it most.

The organization required a single, secure, and immediate system that could:

- › Operate seamlessly across multiple hospital networks and PBX platforms
- › Dispatch on-call responders instantly to any location
- › Provide real-time confirmation and reporting
- › Allow staff to receive alerts on standard iOS and Android devices
- › Support compliance and reporting for grant and program oversight



The Solution

D&S Communications implemented CrisisConnect, a cloud-based, rapid alerting and mass-notification platform purpose-built for healthcare and emergency response.

CrisisConnect delivers immediate, coordinated notifications to on-call SANE nurses and advocates the moment an incident is reported, whether by hospital staff, law enforcement, or crisis hotlines.

The result is a seamless chain of communication connecting medical, legal, and advocacy personnel within seconds.

Key Capabilities

✓ Cross-PBX Integration

Works with any existing telephony infrastructure, ensuring universal reach across hospitals and facilities.

✓ Acknowledgement Tracking

Dispatchers gain real-time visibility into who has received and confirmed alerts.

✓ Mobile Device Compatibility

Responders receive, acknowledge, and act on alerts directly from their smartphones — no legacy pagers required.

✓ Reporting & Analytics

Automatically logs activity, response times, and outcomes for compliance, grants, and quality assurance.

✓ Scalability

Can be expanded for broader emergency uses such as mass notifications, weather alerts, or campus-wide incidents.

The Results

Since deploying CrisisConnect, the SANE organization has revolutionized its operational efficiency and reduced its response times:

✓ Faster Response

On-call nurses and advocates are notified instantly, reducing the time from report to response.

✓ Simplified Technology

Outdated pagers replaced with staff smartphones.

✓ Future-Ready Platform

Scalable architecture ready for expansion into disaster response and mass notification use cases.

✓ Improved Coordination

Hospitals, law enforcement, and advocacy teams communicate in real time with full visibility.

✓ Enhanced Accountability

Built-in reporting supports audits, grants, and compliance documentation.

The result is not just operational improvement, it's a transformation in how quickly survivors receive the compassionate, coordinated care they deserve.



Why D&S Communications?

With more than 40 years of experience in mission-critical communications, D&S Communications is a trusted leader in enterprise and healthcare environments where reliability is non-negotiable. From **legacy PBX systems to modern VoIP and AI-driven platforms**, D&S delivers technology that keeps people connected when it matters most; supported by a team that treats every client partnership with precision and care.

When lives depend on communication, **CrisisConnect** connects people, information, and action.

Learn more: sales@dscomm.comm 800-227-8403

When every second counts, trust D&S to connect people, information, and action.