



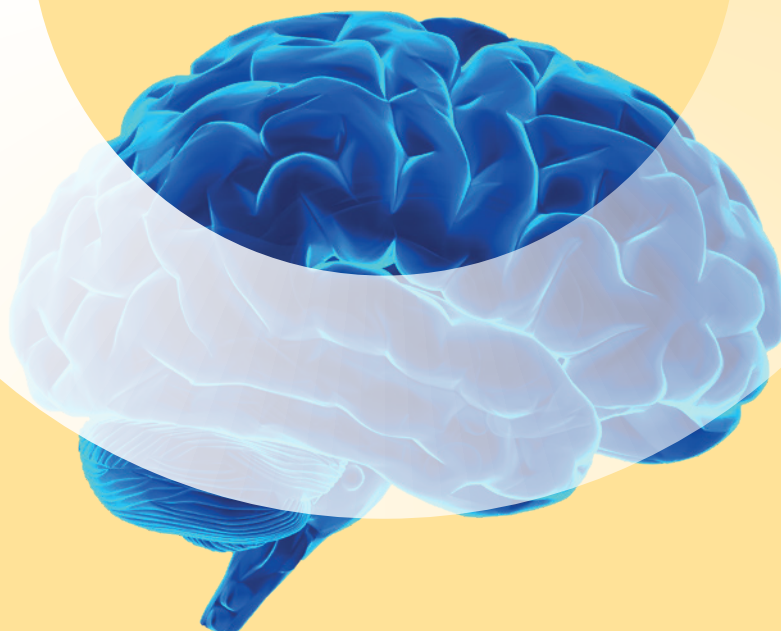
s.GUARD:



SWISSPHONE

Alerting and crisis management on one platform

Modular, flexible, automated and efficient



The comprehensive platform for alerting and crisis management

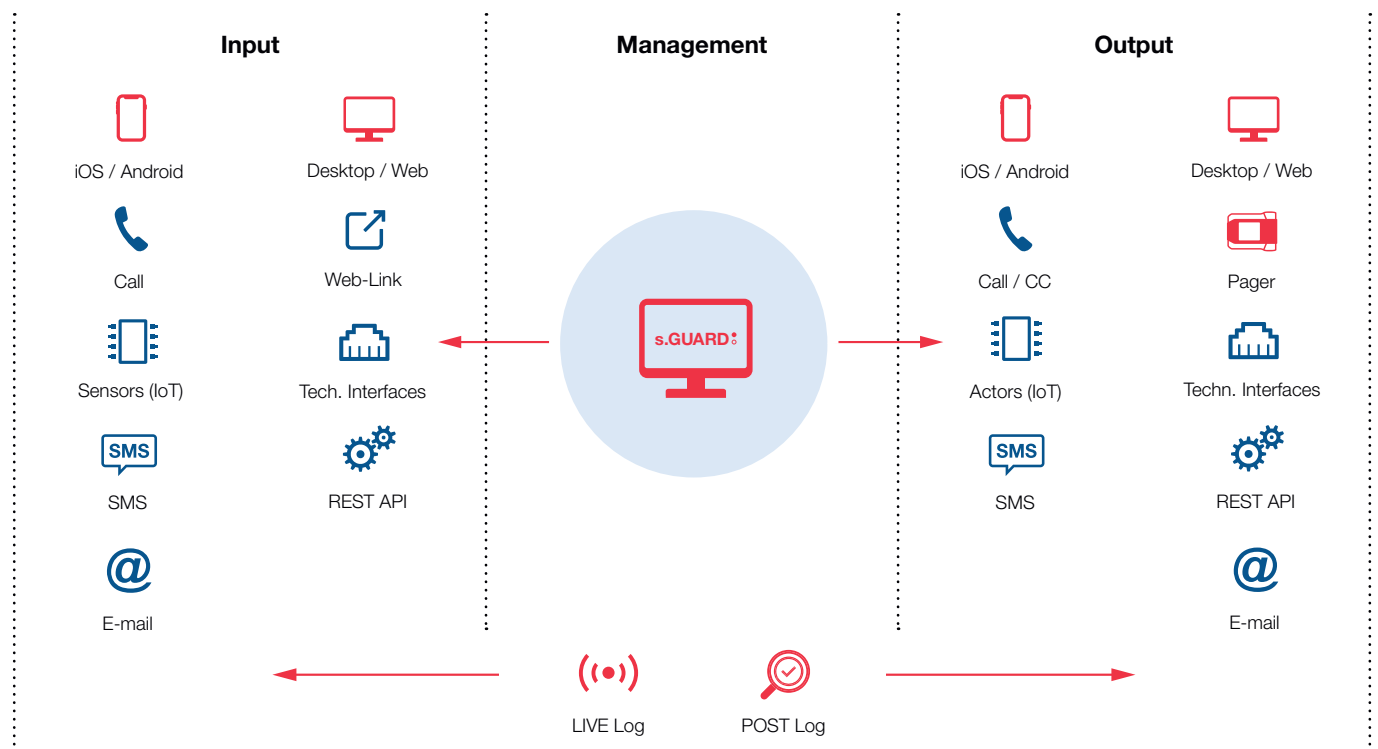
Act quickly in critical moments – protect people, safeguard assets, maintain an overview.

Unpredictable events are part of everyday business life – from technical malfunctions and emergencies to large-scale failures. A structured alarm and communication chain is essential to ensure that people are protected and processes remain secure. Information must flow in real time, responsibilities must be clear and responses must remain measurable.

This is exactly where the s.GUARD platform comes in: it combines alerting, communication and operations management in a centralised, platform-based solution. This allows

you to reach the right people via the appropriate channel in critical moments and receive immediate feedback. This enables operations management to keep the situation under control at all times and make informed decisions.

Easy integration into existing IT systems enables automated processes, transparent feedback and uniform control across all communication channels. This allows companies to remain in control even in critical situations – efficiently, securely and transparently.





Seamless integration into existing infrastructures

The s.GUARD platform connects the data source with the end devices and controls the entire process, from triggering to feedback from the emergency services.

It can also be easily integrated into existing systems. For example, s.GUARD integrates Microsoft Entra ID, Active Directory and HR applications. Changes in the source are

automatically applied, and user accounts are automatically synchronised. Fields such as email, telephone number or function are always kept up to date. This saves IT effort, reduces sources of error and keeps data clean and up to date.

Employees log in via single sign-on with their company login or s.GUARD accounts.

Open, scalable and ready for any environment

With the s.GUARD platform, you can work just as efficiently anywhere – at work, on the go or directly in your browser. The platform is designed for maximum availability, security and easy management.

Desktop

A high-performance, .NET-based Windows application is available for stationary use. It can be distributed centrally and installed automatically – for example, via Microsoft Intune. Conditional access, compliance policies and remote actions give you full control over security and device management.

Mobile

The native iOS and Android apps are available in the official stores and can be fully integrated into existing company policies. Conditional access policies and mobile device management (e.g. Microsoft Intune) allow you to control access in a targeted manner – from device compliance to remote wipe in case of loss. This ensures that data remains protected and controllable at all times.

Web

No installation required, directly in the browser: the s.GUARD platform can be used with the latest versions of Chrome, Edge, Safari and Firefox. Login is secure via Microsoft Entra ID with multi-factor authentication and conditional access – for seamless and protected access to the platform.

The s.GUARD platform was developed as an API-first platform from the outset. This means that all functions used internally are also available to you via the public REST API – documented, transparent and secure. This allows you to seamlessly integrate your own systems, individual processes or automated workflows. Whether it's alarm triggering, status queries, reporting or data integration – with the API, you can expand the platform exactly as your business requires. In short, our REST API is the connecting fabric of the platform – open, stable and practical, allowing you to program interactions yourself.

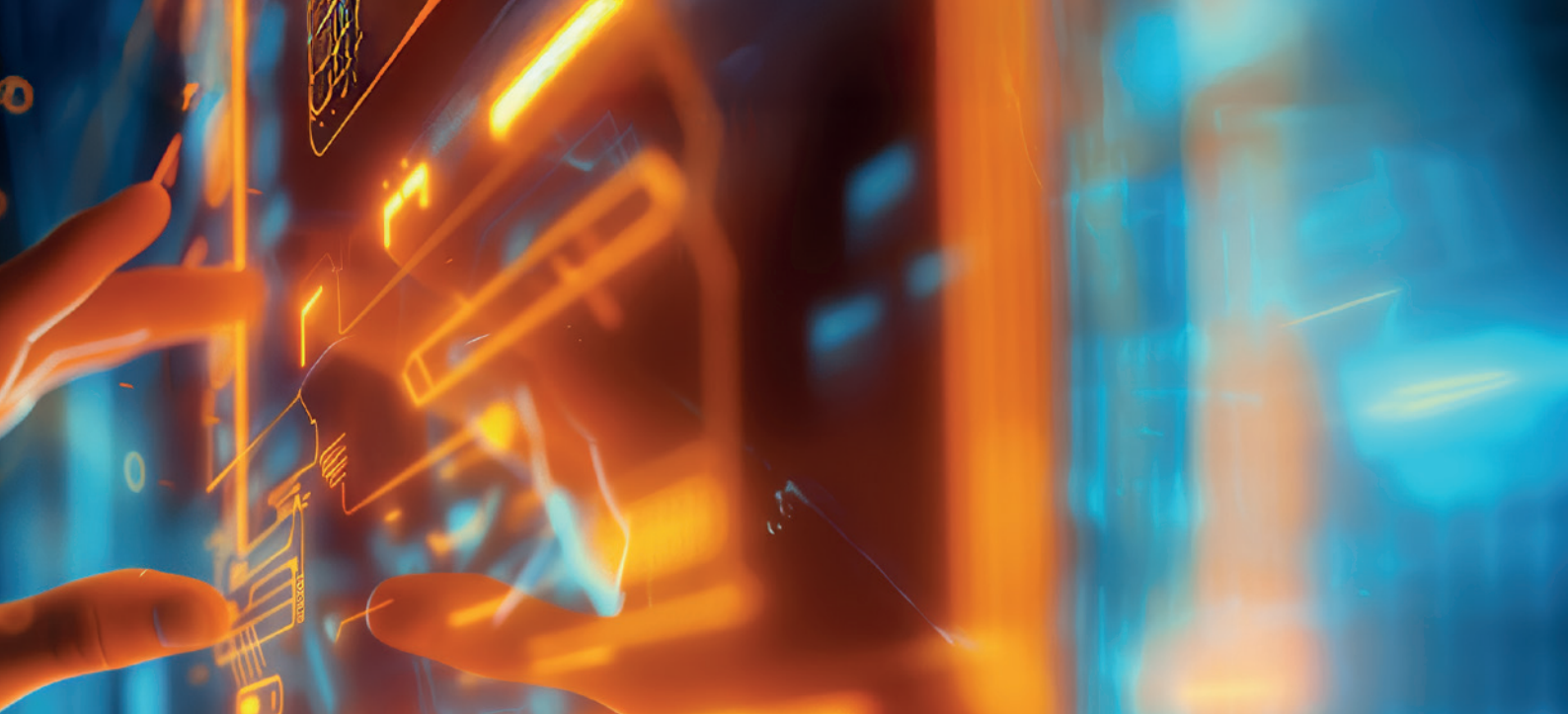


Central control for clear processes

The s.GUARD platform combines all central components to control alarm processes in a uniform, transparent and automated manner. The platform is scalable and integrates seamlessly into existing infrastructures. Critical communication processes are reliably secured.

The components at a glance:

- **User templates:** s.GUARD offers templates that allow you to assign the appropriate permissions to individuals in a uniform and structured manner through simple configurations.
- **Zoning/permission model:** The platform clearly assigns rights according to departments, locations and user roles.
- **Dynamic grouping:** s.GUARD automatically creates recipient groups based on function, location or other HR attributes.
- **Multilingual:** Texts and announcements are available in German, French, Italian, English and Dutch.
- **Instructions:** Those responsible can access step-by-step instructions directly in the alarm.
- **Documents:** Teams access centralised documents for the respective situation and can open them within the application without downloading them. The filing structure is customisable and flexible.
- **Checklists:** Interactive lists help to complete critical tasks
- **Ad hoc users:** Those triggering the alarm manually select individual recipients or entire groups immediately before triggering.
- **Ad hoc message:** Additional predefined or customised texts enable further relevant information to be transmitted when the alarm is triggered.
- **Alarm planning:** Only team members who are available according to the calendar or on-call duty receive the alarm.
- **Escalations:** Thanks to predefined escalation levels, the s.GUARD platform alerts additional groups and individuals until the desired response is received.
- **Multiple-choice response:** Recipients respond with predefined options, such as arrival time.
- **Conference call:** Teams start conferences from the app or by phone – directly or by dialling numbers.
- **IVR (DTMF menus):** Callers select the appropriate alert at the touch of a button.
- **Chat:** The platform allows you to create predefined or custom chat groups on your mobile, desktop or web interface.
- **Real-time log:** s.GUARD displays dispatches and responses in real time.
- **Follow-up processes:** s.GUARD automatically triggers follow-up actions – including escalations.
- **Loud sound (critical notifications):** Messages override silent mode.
- **Maximise & Always-on-Top (desktop):** The alarm window remains visible and overlays other applications.
- **Localisation:** The app only stores location data after approval; permanently only in the event of an alarm.
- **Change on-call duty:** Employees hand over duty directly in the app.
- **Acronym readability (TTS):** The voice output reads abbreviations clearly.



Easy networking with technical systems

The s.GUARD platform connects equipment, systems and sensors via standardised interfaces, ensuring smooth communication. It securely exchanges status and alarm messages via Modbus TCP, ESPA 4.4.4, Siemens connections or potential-free contacts. All components are continuously monitored via s.GUARD and an alarm is automatically triggered in the event of a malfunction.

Swissphone develops these interfaces itself and guarantees maximum reliability. Through an experienced partner, Swissphone also integrates PBX systems such as Cisco, Mitel or Teams, as well as protocols such as ESPA-X, OPC UA, BACnet or KNX.

- **Emergency push buttons:** These trigger alarms immediately via radio using mioty or LoRaWAN or via cable using USB. s.GUARD automatically checks the battery and connection status and reports any deviations immediately.
- **Hybrid pager alerting:** s.GUARD combines POCSAG and LTE-M to send alarms in parallel over both networks. This allows it to reach recipients even outside local paging networks and process feedback in real time.

- **QR codes:** s.GUARD triggers alarms or conference calls directly by scanning a QR code. The code automatically transmits a unique identifier or position information. This allows employees to activate alarms quickly and easily without additional devices or manual input.
- **Call:** s.GUARD initiates alarms via call and delivers them as voice messages. The system controls interactive voice response (IVR) menus, checks PINs and whitelists, and prevents unauthorised access. Employees confirm the alarm or join a conference call directly from the call.
- **SMS:** s.GUARD triggers alarms via SMS and sends them to defined recipients. Users respond via SMS or click on a personalised link to provide feedback. This ensures that communication remains fast and secure even without the immediate requirement of the internet.
- **Email:** s.GUARD analyses incoming emails, recognises the appropriate alarm and automatically takes over the relevant content. The system forwards the information to the correct recipients and documents the dispatch. Employees can respond directly via the link in the message.



What does s.GUARD look like?





The s.GUARD alerting and crisis management platform in use for various purposes

Whether it's a critical security situation, technical fault or medical emergency, s.GUARD enables structured alert and incident management in every scenario.



Evacuation: Getting people to safety quickly and in an orderly manner

The scenario

A fire alarm goes off. Seconds decide whether everyone can leave the building in time. The fire alarm system automatically sends a pre-alarm to the security officers. They start the evacuation via desktop or app.

The solution

The s.GUARD platform sends the message as a loud pop-up on the screen, as a push notification on the smartphone or alerts via phone call, text message and email. Checklists and PDF plans show those responsible their tasks: e.g. checking doors, checking assembly points, counting people. The incident command team can see in self-structured groups of people and in real time who has acknowledged and which areas have already been evacuated. This allows them to maintain an overview even with hundreds or thousands of people.

The most common areas of application

Industry, finance and public authorities use the s.GUARD platform to bring people to safety quickly and in an orderly manner.



Amok: Alarm over armed intruder

The scenario

An armed intruder storms a school or shop. Teachers or employees quickly trigger the alarm using a key combination or emergency button.

The solution

The s.GUARD platform sends the message to the predefined group of people as a loud or discreet pop-up on the screen, as a push notification on their smartphone, or alerts them by phone call, text message and email. Checklists and PDF plans show those responsible for their tasks: e.g. locking in and protecting all potential victims and barricading rooms. The police are also alerted immediately.

The most common areas of application

Schools, hospitals, government agencies and companies use the platform to quickly warn those affected, ensure their ability to act and involve the emergency services without delay.



Winter service: Slippery road warnings, prioritisation and management of clearing and gritting teams

The scenario

The ice warning systems are activated. When roads are icy, the risk of accidents and breakdowns increases. Local authorities and transport companies must respond immediately.

The solution

The s.GUARD platform receives the warning from the system and automatically informs the clearance and gritting teams. Alternatively, the operations management team can also trigger the alarm via app or phone call. The teams receive their assignments via app, text message, email or phone call. The operations management team can see in real time which roads have already been cleared. When escalating, the platform automatically takes into account substitutes, shift schedules and rest periods. This ensures that every report reaches the right person.

The most common areas of application

Airports, cities and industrial areas keep roads and areas safe in all weather conditions with the s.GUARD platform.



Medical emergencies: Prioritise alerts to first responders and teams

The scenario

An employee or visitor collapses and is in critical condition. Another person notices the incident and triggers the alarm via an emergency button, by scanning a QR code or by making a phone call.

The solution

The s.GUARD platform alerts first responders via app, phone call, text message or email. The message also reaches teams in other buildings. Feedback is provided directly via the appropriate channel. If the initial alarm does not elicit a response, the platform automatically alerts other individuals or groups.

Most common areas of application

Schools, companies, administrative bodies and event organisers can guarantee immediate assistance with s.GUARD.



Crisis management: Organise and provide telephone conferences, escalation chains, documentation

The scenario

A cyber attack, blackout or natural disaster forces your company to take action. Those responsible must react quickly, coordinate emergency services and log the course of events for the authorities.

The solution

A technical interface or an email automatically triggers an alarm. Those responsible initiate conference calls directly via the platform, provide documents and initiate escalations. Feedback, checklists and protocols make it possible to track the course of the crisis transparently.

The most common areas of application

Companies, utilities, airports and authorities remain capable of acting with the s.GUARD platform and maintain an overview even in complex situations.



Technical fault: Inform shift, technical department and on-call service

The scenario

A production plant breaks down or a server crashes. Technicians must respond quickly.

The solution

The platform receives the message from the ticket system or the plant and alerts the responsible on-call service via app, text message, email or phone call. Feedback is provided directly on the corresponding channel. If no one responds, the s.GUARD platform automatically alerts the next person or group.

The most common areas of application

Industrial companies, data centres and energy suppliers use the s.GUARD platform to reduce downtime and avoid high follow-up costs.



On-call duty: Efficiently organising handovers and duty rosters

The scenario

When on call, availability is essential. No alarm should go unanswered.

The solution

The s.GUARD platform takes shift schedules, rest periods and substitutes into account. It forwards incoming tickets or calls directly to the right person via alarm. At the end of their shift, employees simply hand over their responsibilities to the next person in the app.

The most common areas of application

IT services, municipal utilities, facility management and hospitals reliably coordinate their on-call services with the s.GUARD platform.



Mass communication: Fast and targeted information to defined groups

The scenario

A company needs to inform hundreds or thousands of people simultaneously in the event of a failure, a dangerous situation or an update.

The solution

The s.GUARD platform sends the message simultaneously via app, desktop, SMS, phone call and email with up to 250 messages per second. Feedback appears in real time and those responsible maintain an overview.

The most common areas of application

Companies, authorities and schools use the s.GUARD platform to share information quickly and verifiably with many people.



Threat: Alarm in the event of verbal or physical escalation

The scenario

A person threatens employees in a government office, clinic or customer service centre – verbally or with objects. Affected employees or colleagues discreetly trigger the alarm using a key combination on their PC, a mobile emergency button or directly via an app.

The solution

The s.GUARD platform immediately alerts the predefined security or intervention service – discreetly but reliably. Depending on the escalation level, the alarm is triggered by a silent pop-up on the screen, push notification, phone call or text message. Those responsible receive clear instructions on how to proceed, e.g. «Observe the situation, keep your distance, inform the police».

Most common areas of application

Authorities, hospitals, social services and customer service centres use s.GUARD to identify threats at an early stage, protect employees and respond professionally.



Working alone: Safety when working without direct support

The scenario

A person is working alone in a factory hall, in the field or in a technical room. They fall or faint – no one notices immediately.

The solution

The s.GUARD platform immediately checks the status of the lone worker by means of voluntary and involuntary checks. If there is no response, movement or a fall, the system automatically triggers an alarm. Predefined locations receive the message via a pop-up on the screen, push notification or phone call. The integrated location function supports rapid assistance.

Most common areas of application

Industrial companies, energy suppliers, building service providers, municipalities and cities use s.GUARD to reliably ensure the safety of their employees when working alone.



Why the s.GUARD alerting and crisis management platform is the right choice for your company

Organisations in the enterprise and government sectors are under increasing pressure: complex processes, rising compliance requirements and isolated systems make it difficult to respond quickly and in a coordinated manner. The s.GUARD platform combines proven tools and modern technologies in a centralised architecture. This allows you to maintain an overview in every situation – and act securely, transparently and efficiently. The result: faster decisions, less complexity and full control in the event of an incident.

Advantages of a cloud solution

- The s.GUARD platform remains active even during local power or server failures.
- Responsible parties can add use cases, teams and locations in just a few minutes.
- Alarms can be triggered and controlled on the web and in the apps.
- Teams respond faster, operate the interface intuitively and work more reliably. s.GUARD support is available 24/7.

Efficiency and reliability

- Alarms immediately reach the right people
- Early notifications prevent downtime and consequential damage
- Feedback and logs create transparency
- A consolidated platform reduces effort and complexity
- Predictable costs ensure cost-effectiveness

Hosting and availability

- The s.GUARD platform runs on Microsoft Azure in three zones in the «Switzerland North» region
- A Kubernetes cluster enables maintenance without interruption
- Multi-AZ architecture ensures operation even if a data centre fails
- Automatic failover and horizontal scaling ensure performance and stability
- 24/7 monitoring with clear alerts enables rapid response
- Regular backups with tests guarantee rapid recovery in the event of a disaster



How does the s.GUARD alert and crisis management platform handle data protection and encryption?

The s.GUARD platform protects sensitive data in accordance with Swiss DSG and EU GDPR. The platform encrypts data and controls access based on rights:

- TLS 1.3 for data transmission, AES-256 for storage
- Role-based access rights, SSO and MFA
- Audit-proof protocols
- Defined retention and deletion periods
- Regular penetration tests and timely improvements
- Certifications: ISO 9001, ISO/IEC 27001, ISO/IEC 27701



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