

## Daupler RMS Overview

Daupler's response management system, Daupler RMS, provides unparalleled communication, automation, and data management tools to optimise response during emergencies and service disruptions. Daupler RMS is currently used in more than 100 utilities, public works departments and other service organisations to increase efficiency, safety, and cost savings in communities globally.

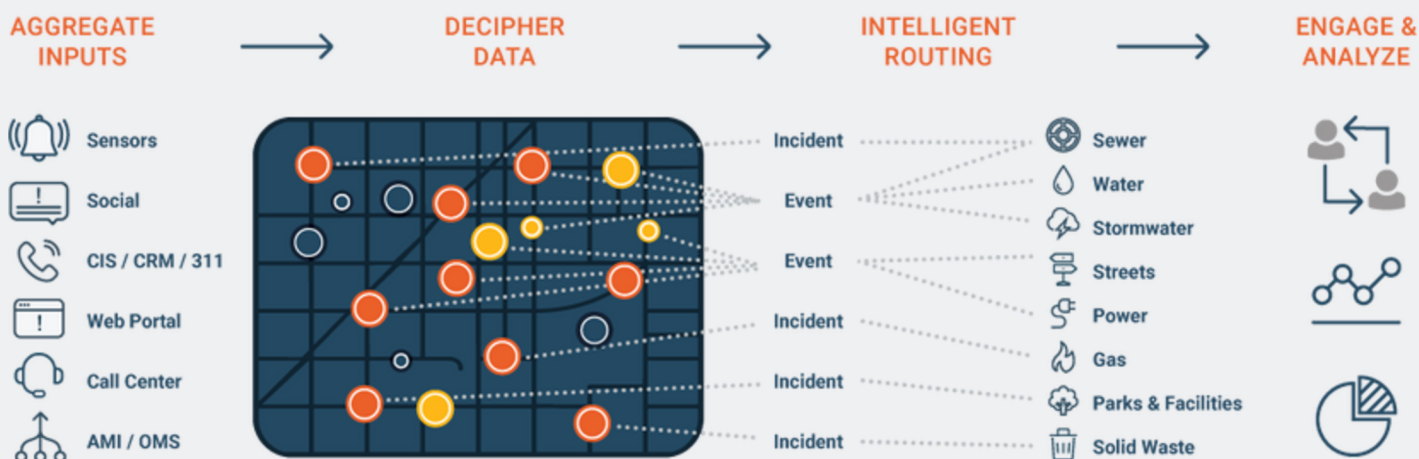
### Daupler RMS addresses common response challenges, including but not limited to:

- Making sense of ambiguous or high-volume data related to potential issues and service requests.
- Unnecessary overtime due to non-critical after-hours callouts.
- Long crew formation times due to manual calling trees.
- Compliance with union contract requirements or organisational protocols.
- Repetitive calls about the same issue, potentially causing resource strain and dispatch duplication.
- Manual documentation that can be time-consuming and prone to errors.

### How it works:

Daupler RMS receives inputs from customers and system sensors. The system uses proprietary technology to decipher the data and categorise issues and requests by type and severity. It also determines if data is related to a larger event or indicative of a standalone incident.

Daupler RMS then intelligently routes the information to the appropriate department using client-defined processes. It also includes tools to engage customers and analytics to support preventative maintenance and improve team performance.





## System components:

Daupler RMS includes the following functionality:

- **Daupler AI:** the proprietary technology that analyses and categorises incoming data along with web-based tools that make it easier to gather and share critical information
- **Event Detection:** a feature of Daupler AI that identifies related incidents, prevents unnecessary dispatches for related calls, and enables callers to opt in to receive event updates
- **Daupler Answering:** call centre services for after-hours, overflow, or 24/7 call management
- **Daupler Callout:** team administration and calling tools that automate roster callouts
- **Daupler Engage:** tools that allow customers to upload photos and status updates while tracking incident progress
- **Daupler Notify:** an easy-to-use mass notification system for efficient and accurate customer communication

## How is Daupler RMS unique?

Daupler RMS takes response management to the next level by giving organisations a fully integrated system that optimises data management and response efforts. Daupler RMS:

- Aggregates incident information from disparate sources, including service requests, customer request portals, customer information and billing systems, work order systems, GIS data, and more.
- Incorporates data analysis to improve response and cost performance.
- Provides tools to enhance response efficiency.
- Improves customer communication and engagement.
- Automatically documents incident data for compliance, analytics, and reporting purposes.

**No other system comprehensively addresses response management from beginning to end.**

Discover how Daupler RMS can benefit your organisation today.  
Learn more at [daupler.com](https://daupler.com), or by emailing us at [question@daupler.com](mailto:question@daupler.com).