

 **BlackBerry AtHoc**

Case Study: Secure Global Communications

BlackBerry AtHoc is a pioneer and leader in networked crisis communication. BlackBerry AtHoc Critical Communication Platform provides four main modules: alert, collect, account, and connect.

Account: Gain real-time visibility into your personnel safety and status.

Alert: Notify anyone, any where, on any device.

Connect: Securely share information within and across organizations.

Collect: Capture critical information to achieve situational awareness.

BlackBerry AtHoc is the only networked crisis communication provider to receive FedRAMP Authorization, enabling their trusted federal clients the highest level of security in the cloud.



Transportation



Health Care



Government



Military

BlackBerry AtHoc turns to NeoSpeech*

BlackBerry AtHoc, the most secure crisis communication system, has trusted NeoSpeech for text-to-speech solutions for over 8 years. NeoSpeech provides BlackBerry AtHoc with a text-to-speech server solution for the voices Kate and Paul.



NeoSpeech's text-to-speech server gives BlackBerry AtHoc the flexibility to generate new audio messages specific to each crisis situation. Text-to-speech can be used by anyone. There's no training required. An emergency manager only has to type the message to be broadcasted.

*now under the ReadSpeaker brand

Text-to-speech audio can be used across multiple devices including mobile, radios, and PA systems. As Bill Porter, Program Marketing Manager at BlackBerry AtHoc, described, *“NeoSpeech technology combined with our platform allows a trusted audio partner to assist in distributing critical messages to our end users.”*

Challenge	Result
<p>BlackBerry AtHoc designed and built the most secure mass notification system, but needed audio functionality—a vital feature for any communication system. Having an announcer and someone to record the audio on standby is costly and inefficient. Even with an announcer available 24/7, there is no guarantee as to the quality of the audio. And recipients don't have time to replay a message because of poor audio quality in order to understand the message.</p> <p>Pre-recorded audio samples aren't sufficient because each emergency situation is unique in its nature, location, and personnel. Audio needs to be created instantly and easily in order to promptly send notifications out on a mass scale to everyone affected.</p>	<p>Time is of the essence in an emergency. So wouldn't the extra step of converting text into audio slow down the notification speed? It doesn't. The text-to-speech conversion into audio is nearly instant. Plus, the audio output is always high quality, so you never waste time with multiple recordings.</p> <p>Text-to-speech streamlines notification delivery, as audio messages can be bulk sent at once. Bill Porter explained how <i>“NeoSpeech's text-to-speech allows operators to send organization wide audio messages with a few clicks versus however many phone calls and time spent manually connecting with people.”</i></p> <p>With NeoSpeech's text-to-speech server, BlackBerry AtHoc added the ability to create audio messages easily and at anytime. BlackBerry AtHoc reduces the time spent manually contacting people because their text-to-speech audio messages can be delivered at the same time to many people and across a range of devices and systems.</p>

ReadSpeaker is a global voice specialist providing dozens of languages and lifelike voices. Using its own industry-leading technology, the company delivers some of the most natural-sounding synthesized voices on the market. ReadSpeaker uses next-generation Deep Neural Network (DNN) technology to structurally improve voice quality at all levels. ReadSpeaker is a subsidiary of the Memory Disk Division (MD) of the HOYA Corporation, with offices in 15 countries, and over 10,000 customers in 65 countries, providing a complete text-to-speech (TTS) offering, both as Software-as-a-Service (SaaS) and as licensed solutions. A fully integrated TTS provider, ReadSpeaker encompasses all of HOYA's state-of-the-art technologies (NeoSpeech, Voiceware, VoiceText and rSpeak), providing a wide variety of applications for varying channels and devices in multiple industries. ReadSpeaker gives a voice to businesses and organizations for online, embedded, server or desktop needs, apps, speech production, custom voices and more. With more than 20 years' experience, the ReadSpeaker team of experts is leading the way in text to speech. ReadSpeaker is "Pioneering Voice Technology".

-  contact@readspeaker.com
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