EpiPilot

AI-driven Event Management Solution

AGILE ESCALATIONS, CONTINUOUS OPERATIONS

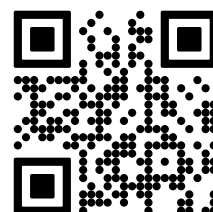**Empowering Resilience, Optimizing Every Response**

In today's dynamic and demanding environments, **critical event management cannot rely on traditional methods.**

Organizations are facing increasing complexity, where every second counts and **any disruption impacts business continuity**. Traditional event management systems often cause delays and inaccuracies, undermining resilience and operational stability.

Introducing **EpiPilot AI-Operator**, our AI-powered platform designed to transform the way your organization handles critical incidents and emergencies. **EpiPilot seamlessly integrates with your existing systems, enabling automated escalation workflows, real-time monitoring, and proactive communication**. This allows your organization to maintain uninterrupted operations, ensuring minimal downtime and maximum efficiency, even in the most challenging situations.

Ready to transform your event management?

What is EpiPilot?

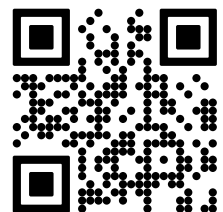**AI-driven Event Management Solution**

EpiPilot is an innovative solution for managing events. It swiftly and accurately addresses every situation impacting your operations. **Voice-enabled Bots automate the escalation process, ensuring that the right support teams are notified instantly and efficiently**. Through automated workflows and real-time monitoring, EpiPilot facilitates seamless communication and effective event tracking, minimizing downtime and ensuring business continuity.

EpiPilot revolutionizes operational management by providing a centralized platform that automates escalation workflows and communication. This ensures that events are addressed quickly, without delays, and with clear tracking of every process step.

What makes EpiPilot essential?

1. Immediate action from the first notice
2. Proactive communication across multiple channels
3. Effective closure with automated documentation
4. Compliance with SLAs (Service Level Agreements)
5. Reduction of critical times

How EpiPilot Works?

EpiPilot simplifies the process of managing events by automating escalation workflows and communication. With an intuitive setup and seamless integration, EpiPilot helps you respond faster, ensure minimal downtime, and keep operations running smoothly.

Key Components:

Dashboard

Through the EpiPilot Dashboard, you can easily configure resources, escalation groups, SLAs, and applications. This intuitive platform allows you to set up and customize how events should be managed, defining processes, priorities, and who should be notified when an event occurs.

REST API for Communication and Status Updates

EpiPilot's REST API enables seamless communication between EpiPilot and your existing systems. event data, alerts, and ticketing information are automatically transmitted to the EpiPilot Engine, which triggers the pre-configured escalation processes and keeps everything in sync.

Communication Engine with Natural Language Bots

Once an event is received, EpiPilot's Communication Engine uses intelligent bots to notify the assigned resources. These bots communicate using natural language through phone calls, emails, and SMS, ensuring a simple and effective way for your team to be alerted and respond.

Automated Daily Progress Reporting

Every interaction is logged automatically, and once an event is resolved, the resource can leave a voice message detailing the resolution. This is recorded, transcribed, and stored in EpiPilot's repository. Supervisors receive daily progress reports automatically, providing full visibility into the status of each event and its resolution.
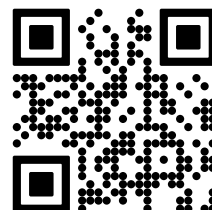
Key Features

EpiPilot redefines incident management with a platform designed to optimize every stage of the process, allowing your team to maintain control at all times. With advanced artificial intelligence technology and real-time monitoring and communication options, EpiPilot ensures fast, efficient, and personalized management.

Discover how these features can transform your organization's response to critical events, providing the reliability and accuracy you need to operate seamlessly.

- **Customized Escalation**
- **Automated Escalation Management**
- **Real-Time Monitoring & Tracking**
- **Interactive Communication Flows**
- **Supervision and Control of Service Agreements**
- **Daily Situation Status Reporting**
- **Versatile Integration with Any Application**
- **24/7 Availability with Multilingual Support**
- **Multichannel Communication**
- **AI-Powered Platform**
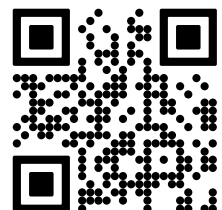
Simplifying Management, Boosting Productivity

Benefits for Your Business

Faster Responses, Smarter Operations

EpiPilot provides a complete solution that enhances operational efficiency and **enables a rapid and secure response to any event.** Tailored to meet the demands of modern businesses, EpiPilot not only optimizes time and resources but also supports agile and flexible implementation without the need for additional infrastructure investments. Explore how EpiPilot can bring real value to your organization, **ensuring compliance, reducing costs, and offering a scalable model** that grows with your business.

- Optimization of Response Time
- Efficiency in Personnel Management
- Rapid Deployment
- Flexible Subscription Model
- No Infrastructure Investment Required
- Zero Licensing Costs
- Reduction of Operating Costs
- Security Compliance

Join Us on This Journey

Ready to Transform Your Event Management?

Request a demonstration and discover how EpiPilot can optimize your operations.

Contact Us:

- United States: +1 (833) 518 9441
- Puerto Rico: +1 (787) 803-9464
- Dominican Republic: +1 (829) 956 5660
- Mexico: +52 (55) 9156 9451
- Sales: sales@dataworks.info
- Support: epipilot.support@dataworks.info
- https://portal.epipilot.com/EN/contact.html

Seamless Innovation, Unlimited Efficiency