

A blue-tinted map of North America with a grid overlay. A black dot is placed over the location of Denver, Colorado, with the word "DENVER" written in black capital letters to its right.

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Emergency Notification System xMatters, Plane 201100682-01

Robert W. Kastelitz
Deputy Manager Technologies
March 2013



DENVER INTERNATIONAL AIRPORT
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EMERGENCY NOTIFICATION SYSTEM – FULLY HOSTED

- DIA has an existing Emergency Notification System used to manage incident and emergency notifications to over 2,000 people both inside and outside of the DIA employee pool. The Amendment is to upgrade xMatters v5.0 and implement as a managed service.
- What is the benefit to DIA?
 - Increase service availability
 - Reduce infrastructure & support costs
 - xMatters will provide 24/7 support
 - New features that are needed that would be too costly if implemented internally.

SELECTION PROCESS

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- xMatters Inc. is the inventor and owner of this proprietary software.
- The Amendment request is a result of the decision to move to a managed service model.
- The Emergency Notification System is one of DIA's most critical systems.
- The System is used ubiquitously throughout DIA by internal City staff, Denver Policy, Denver Fire, and Mayor's Office, and many other external personnel (Airlines, Security entities, etc.) who depend on these notifications to act in emergencies and urgent events.
- Five proposals were received: MissionMode Solutions Inc.; MIR3 Inc.; xMatters, Inc.; SDI; and HipLink Software.

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GOALS

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- This contract does not require DSBO goals

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- While the contract value with xMatters will increase, our overall operational costs for the solution will stay relatively flat
- The upgrade drives more value to DIA along with reduced risk associated with the high availability and disaster recovery capabilities, without increasing our overall costs

A blue-tinted map of North America with a grid overlay. A small black circle with a white center is placed over the location of Denver, Colorado. The word "DENVER" is written in a bold, black, sans-serif font to the right of the circle.

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