

## Desktop Alert Implements Secure EMS for Growing County Courthouse

*Henderson County, North Carolina introduces alert system enabling “hacker free” notifications to be sent at its historic courthouse, the first site of a county-wide rollout*

### Critical Elements:

- Clients use of SaaS environment
- Need for intrusion-free system
- Need for Digital Identification Certificate
- Alerts with actionable intelligence
- Audit trailing showing who received alerts
- Monitoring who is online
- Rapid, secure and scalable alert system

### Organization

Henderson County Government employing 5,500 workers in facilities spanning the county.

### Product Evaluated

Desktop Alert EMS with Protexx Digital Identification.

### Challenge

Henderson County needed to implement a web-based notification system totally secure from intrusion or identity tampering within an SaaS environment.

### Results

The implementation of a secure, reliable and discrete alerting system.

### Impact

Court officers able to maintain unprecedented awareness, publishing alerts to those who need to see them as well as knowing who is online, offline and who received the alerts.

### Next Steps

Deployment to other Henderson government locations.

### Background

Henderson County Government officials needed to implement a new secure emergency alert system to workstation computers at the Henderson County Courthouse, 200 North Grove Street. This system, the first of many, will be implemented at other county offices in the near future – the courthouse is the first location. This system is a mass notification platform created and provided by Desktop Alert Inc., of Chatham, New Jersey, combined with a security layer provided by Protexx Inc., of Deerfield Beach, Florida, a publicly traded company, AMEX:WYYY, specializing in Identity Access Management and Data Encryption Services.

### Situation

Desktop Alert enables critical notifications to be sent to county courthouse computers insuring that the targeted recipients see the alert and react quickly—utilizing actionable intelligence. The Desktop Alert system ensures that when an alert is published, it is seen by those who need to see it. Protexx was tasked to provide the security layer protection for Henderson County, NC. Courthouse and Emergency 911 Call Center eliminating the possibility of unauthorized access to their Emergency Broadcast Network.

### Challenge

The challenge was for Henderson County Government officials to implement a new, totally secure, hacker-free, emergency alerting system to workstation computers, at the Henderson County Courthouse. The Courthouse would be the first installation of many for the county. The system needed to provide secure, mass notification of critical information sent directly to county courthouse computer monitors ensuring that targeted recipients see the alert and could then quickly react utilizing actionable intelligence.

### Solution Provided

Desktop Alert partnered with Protexx to provide Henderson County with an industry leading Emergency Notification System, Out of Band Authentication (OBA) and Protexx Device Authentication (PDA) Solution providing Digital Certificates (PKI) allowing only pre authenticated devices and users authorization to access their network. This combination of security levels made it virtually impossible to penetrate the system without the pre-installed certificate on the pre authenticated device.

### Impact

By integrating Desktop Alert Emergency Notification System, Protexx OBA and Protexx Device Authentication we are able to provide guaranteed content delivery of all mission critical communications while eliminating the potential liability that could have been caused by hackers and identity thieves getting on the network to abuse the services. All of this security was accomplished without software or the issuance of tokens.