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EMS Companion Launches Real-Time Customer Communication Platform for Streaming Providers

A new platform delivers branded notifications directly to customers' television screens, helping providers communicate instantly during outages, maintenance, and important service events.

CAMDEN, NEW JERSEY — EMS Companion today announced the launch of its real-time customer communication platform, designed specifically for streaming and IPTV providers seeking a faster, more effective way to keep customers informed.

Created by Michael Lipson after years of working in IPTV customer support, EMS Companion was born from a simple observation: during every service interruption, support teams were overwhelmed by hundreds of customers asking the same question—*"What's going on?"*

Instead of asking customers to search Telegram, Facebook, Discord, or email for updates, EMS Companion delivers important notifications directly to the television screen they are already watching.

Using a secure web-based Provider Panel, operators can broadcast emergency alerts, scheduled maintenance notifications, service restoration updates, and informational announcements to every connected device in seconds.

"Our goal wasn't to eliminate outages," said Michael Lipson, founder of EMS Companion. "Every provider experiences them. Our goal was to eliminate the communication gap that exists between providers and their customers."

EMS Companion supports provider branding, allowing each company to display its own name, colors, and identity on every notification. The platform also includes saved message presets, active device monitoring, timed broadcasts, and a centralized Provider Panel designed for day-to-day operations.

For additional information, visit:

www.emscompanionapp.com

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