

EMS Companion Technical Specifications

Version 1.0

PRODUCT OVERVIEW

Product Name: EMS Companion

Category: Real-Time Customer Communication Platform

Application Type: Television Overlay Notification System

Deployment Model: White-Label SaaS Platform

Developer: EMS Companion

Website: www.emscompanionapp.com

Executive Summary

EMS Companion is a real-time customer communication platform designed specifically for streaming and IPTV providers.

The platform enables providers to instantly deliver branded notifications directly to customer television screens during service interruptions, scheduled maintenance, service restoration, and other important events.

Unlike traditional communication methods that rely on email, websites, Telegram, or social media, EMS Companion delivers important information directly to the television screen customers are already watching.

The result is faster communication, reduced customer confusion, and fewer repetitive support requests.

Platform Architecture

EMS Companion consists of two integrated components.

EMS Companion Application

Installed on supported Android-based television devices, the application receives secure cloud notifications and displays branded on-screen overlays.

Provider Panel

A secure web-based dashboard allowing authorized providers to:

- Create broadcasts
 - Select notification priority
 - Save message templates
 - Configure display duration
 - Monitor connected devices
 - Manage provider branding
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Core Features

- Real-time television notifications
- Emergency alerts
- Scheduled maintenance announcements
- Service restoration updates
- Informational broadcasts
- Provider-specific branding
- Secure Provider Panel

- Saved message presets
 - Timed or persistent notifications
 - Active device monitoring
 - White-label deployment
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Supported Platforms

Android TV

Sony

Hisense

TCL

NVIDIA Shield

Chromecast with Google TV

ONN Streaming Devices

Android TV Boxes

Amazon Fire TV

Fire TV Stick

Fire TV Stick 4K

Fire TV Cube

Fire TV Televisions

Android Mobile

Android smartphones and tablets (optional deployment)

Cloud Infrastructure

EMS Companion utilizes Firebase Cloud Messaging (FCM) to deliver high-priority notifications to authorized devices.

Each installation is activated using a unique Provider Code that securely associates the device with the appropriate provider.

Only authenticated providers can broadcast messages through the Provider Panel.

Security & Privacy

EMS Companion was designed with customer privacy in mind.

The application:

- Does not monitor television viewing activity
 - Does not collect browsing history
 - Does not access personal files
 - Does not require customer account credentials
 - Uses only the permissions necessary to display authorized notifications
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White-Label Platform

EMS Companion is designed as a white-label platform.

Each provider receives:

- Custom provider branding
- Provider-specific activation codes
- Branded customer notifications

- Dedicated Provider Panel access
 - Independent customer deployments
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Provider Benefits

EMS Companion helps providers:

- Reduce repetitive support tickets
 - Improve customer communication
 - Notify customers instantly during outages
 - Deliver maintenance announcements proactively
 - Reinforce provider branding
 - Improve customer confidence during service events
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About EMS Companion

EMS Companion was created by someone who experienced the communication challenges of IPTV customer support firsthand.

The platform exists for one purpose:

To keep customers informed when communication matters most.