



Business Continuity Manager



Keep the lines of communication open

In the event of a natural or man-made disaster such as fire, flood or theft would your business be able to keep talking? With Business Continuity Manager, it would.

The costs of any breakdown in telecommunications can be huge and the impact on lost sales and damaged customer confidence can be disastrous. It is therefore vital to have a full business continuity solution for your telecommunications, just as you may have for your IT infrastructure.

Up until now the cost of standby telephony has been prohibitive for many call centres and for many other companies that rely on the telephone. But now Business Continuity Manager (BCM) from GemaTech provides the breakthrough. BCM uses dial-up connections to provide a business continuity solution that is both affordable and secure.

Business as usual

In the event of a disaster, BCM takes all the incoming calls for your business and redirects them to the right people, whether they are at home, on a mobile, in a branch office or at any other location. This rerouting is transparent to your customers, who will think that it is business as usual.

- Your staff appear to be answering calls as normal
- High speed resource scanning means that calls are answered instantly
- Dial up connections are used to redirect calls to home phones, mobiles or other offices

Easy to set up

Graphical screens make it easy to set up individual schedules for all your employees, identifying what times of day they are available to take calls and when they are not.

Calls can be distributed to each customer's own regional area to provide the benefit of familiar accents and local knowledge. Announcements and caller options can be used to steer the caller to the right agent or to pre-recorded information.

Cost-effective and scalable

BCM avoids the fixed costs of leased lines by using dial up connections to route the call, as and where necessary. There is minimal off-site investment and alternative services can be up and running immediately disaster strikes.

One BCM connects up to 2048 people simultaneously and if necessary can be linked together to accommodate more than 30,000 users simultaneously.



Easy to manage

BCM's management information screens are very easy to use, to help you ensure that your people are answering calls as they should and that your company's resources are operating at maximum efficiency during the disaster. Live call statistics are available for both incoming and outgoing calls and call statistics can be viewed as easy-to-read graphics or analysed on a spreadsheet.

Different sales areas or cost centres can be serviced by different call-in numbers and information to assist your people such as Service or Campaign, number dialled and CLI is passed along with the call.

Remote access for diagnostics and configuration enable you to manage the BCM from any where in the world.

Disaster recovery for companies of all sizes

You can benefit from BCM whatever the size of your company. Large companies appreciate BCM's ability to match a complex mixture of resources and needs. Smaller companies benefit from BCM's cost-saving use of dial-up connections.

Don't take a risk with your customer service!

The costs of a breakdown in communications can be catastrophic. Disaster recovery used to be an expensive option, but now BCM offers an affordable contingency solution that keeps you talking to your customers in the event of any disaster. Don't think it couldn't happen to you! Find out more about BCM today!

Technical Features

- System management using Microsoft's Windows
- High-capacity processing power with Pentium-class CPU, co-processors and mirrored 40Gb hard disks
- Up to 2048 agents supported per unit
- Scaleable: upto 255 units can be linked with consolidated management and reporting
- Between 5 and 2048 simultaneous calls per unit
- Very high-speed resource scanning. Up to 250,000 database look-ups per second
- Live call statistics
- Remote access and diagnostics via ISDN II or V34bis internal modems
- Ethernet with Windows supported network protocols
- CTI Links and call-logging using TCP/IP or RS232
- Wide telecom network compatibility - G703 (balanced/unbalanced) protocol support for over 135 Countries world-wide

Get the protection of BCM now

BCM is a breakthrough solution, which provides a cost-effective contingency for any communications infrastructure. With BCM you can be confident that you can continue to provide your customers with professional call centre facilities, even in the event of a disaster. Don't take the risk of a breakdown in communications. Find out more about BCM today!



Business Benefits

BCM is a cost-effective disaster recovery solution for your telecommunications infrastructure.

- Secure:** You can rely on BCM to keep you talking to your customers in the event of any disaster
- Professional:** Calls are answered instantly and efficiently
- Economical:** Uses dial-up connections rather than leased lines to cut fixed costs
- Flexible:** Unified handling of voice, data, fax, video and ISDN calls
- Easy to use:** Graphical management screens and call analysis statistics help you set up and run your alternative call centre at maximum efficiency
- Scaleable and future-proof:** Grows with your business
- Reassuring:** BCM's advanced call centre features ensure that all phone calls are successful for you and your customers - even when disaster strikes

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GemaTech is a trade name of Tellinvest Ltd.



Secure Voice Recording



Oversee your company and its employees



As flexible working increases and companies become more and more global how does a business manage and monitor its telephone interactions with its customers, partners, and the world at large?

The Secure Voice Recorder (SVR) is designed to work in conjunction with the customer's existing telecommunications solution or alongside GemaTech's Remote Service Manager (RSM) virtual call centre product.

SVR can record every simultaneous call passing through a conventional PABX or RSM unit, providing immediate and user-definable access to all recordings from literally anywhere with secure web-access.

Comprehensive management capabilities

Playback of recorded conversations is fully user-controlled along with quality, storage, and delivery method. Replay before completion is also supported.

No special playback hardware or software is needed. Playback is through a standard browser or telephone.

Live calls are controlled via a real-time statistics screen with colour definition and 'mouse-over-monitoring' for instant access.

Internet enabled through a standard web-browser

The system is fully integrated with web-based call centre statistics. Directly supported search facilities include: by date, time, agent, CLI, service or anything supportable via SQL Export if required.

Web-based replay of recordings uses the secure web-cast streaming format.

Security is paramount

Both incoming and outgoing speech are recorded on separate channels via resilient storage, with user-defined access available anywhere, either individually or in groups.

Recordings contain a digitally encoded time-code and call ID. Secure audio files, such as MP3 files, can be e-mailed to anybody who has the necessary security access.

Archived recordings are scrambled, so that even if physical access is obtained, unauthorised playback is not possible.





Resilience

Recordings are split between several locations to allow for storage device failure.

Should a storage device suffer read errors, recordings can still be replayed without missing calls.

Users can choose any compression utility available for Microsoft's media player.

Fully distributed and scaleable

SVR automatically records and collates calls, and links remote recording systems wherever they are based.

Technical Features

- Recording types:
 - ✓ All Speech Category Calls
 - ✓ Voice over IP
 - ✓ ISDN Data (Un-bundled)
 - ✓ HDLC, Frame Relay
 - ✓ Fax, Group 2-4
- No. of simultaneous recording channels – in multiples of E1/T1 – up to 30,720 E1 channels, 24,880 T1 channels
- Up to 255 simultaneous playback channels – dependent upon bandwidth available from phase controllers and their storage devices plus the web connection
- Typical playback delay from storage:
 - Recent recordings – 3 to 5 seconds
 - Stored recordings – 20 seconds
 - From web-statistics page – 20 seconds
 - Subsequent access in the same session – 2 seconds
 - Subsequent access via a short-cut – 2 seconds
- Any industry standard storage device supported by Microsoft, including drive clusters, NAS devices, or any other supported network device such as UNIX facilities

Get SVR on your side now!

Call centre supervisors can instantly monitor caller relations, verify information, enforce specific criteria, or mark events.

Agent training can include analysing real situations with instant de-brief, helping to fine-tune scripts and procedures. Improve your customer relations.

Customer disputes can be immediately resolved with a playback of the contended conversation.



Business Benefits

SVR fully meets your industry watchdogs' recommendations or regulations on telephone transactions.

- Secure:** Access is only given those people approved to listen to calls
- Economical:** A truly cost-effective solution with the lowest resilient storage costs in the industry
- Flexible:** Web-based handling of call monitoring and recording
- Easy to use:** Intuitive graphical management screens and statistics to help you run your business
- Scaleable and future-proof:** Grows with your business
- Reassuring:** Protects your company in its telephone interactions

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