



Internal Communications

Keep your business connected, everywhere, all the time.

Multitone have been leaders in communications for over 60 years. Today we can offer everything from messaging apps to IoT integration. While each of our solutions can be applied separately, the real game-changer is our ability to bring a wide range of both Multitone and third-party systems together into a powerful, cohesive comms network. With Multitone powering your business's internal communications, not only can you link all your employees together - you can also link them with your business's critical systems, from fire and security alarms to production line robots.

Here's some of the Multitone solutions and third-party technologies we can combine to create your internal communications network:

- Single point of contact for everyone via Multitone's device-agnostic messaging app
- Staff safety auto-location alarms
- Asset tracking and management
- Building system/IoT integration
- DECT and SIP telephony
- Smart watches
- Two-way pagers
- Mass messaging





In addition to working with your existing systems, Multitone have a variety of solutions which can form part of your business communications network.

Our technology can do much more than just keep people connected; it can help protect your staff, keep track of your assets, and much more.

Read on for an overview of each of our solutions.

Multitone i-Message



Multitone i-Message: our unique communications integration & facilitation platform

i-Message sits at the heart of many of our solutions. i-Message is a hardware and software platform designed and manufactured by Multitone. It sits within your business's premises, and serves as a hub for a variety of Multitone solutions, communication networks and business-critical systems.

By connecting to your local area network (LAN) and the internet, i-Message can collect data from and transmit to a wide variety of devices, from smartphones to air conditioning systems. Thanks to i-Message, as well as creating secure, auditable and reliable connections between your members of staff via messaging app, SMS, email, voice calls and paging, you can also network IoT systems and employees together. This means not only can you monitor and manage your business-critical systems centrally with the i-Message software, but you can configure them to communicate with key members of staff automatically; texting security teams when an intruder alarm is triggered, for example.

For a truly resilient system, you can set i-Message up on a backup power grid or isolate it from the internet for LAN use only.



Messaging App



A single point of contact for everyone

Multitone's messaging app is a dedicated solution for everyday business communication. As well as private and group conversations within the app via Wi-Fi and cellular data, the app allows you to reach your colleagues by phone, email, SMS and pager, providing a single point of contact for everyone in the business. The app also facilitates conference calling and can override silent and do not disturb (DND) settings to ensure critical messages never go unanswered.

Multitone understand the importance of security in an age of cyber-attacks and data breaches. Our messaging app has a raft of security features, including end-to-end encryption, data segregation within devices, automatic backup to i-Message and the ability to remotely delete all Multitone app data should a device become lost or stolen. With Multitone's messaging app, you will be able to exchange confidential information with complete confidence.

Our messaging app is also an ideal tool for managing off-site and travelling workers. Job details can be relayed to workers from management via i-Message, and as the app is customisable, special buttons can be set up to acknowledge jobs, register arrival and signal job completion at the touch of a button. You can also track workers with GPS and live maps and configure the app with personal safety alarms.



Estate Management



Ensure the smooth operation of large, complex premises with Multitone's communications technology

Large commercial premises often consist of a multitude of systems dispersed across a wide area as well as a variety of mobile workers, service providers, tenants and visitors. Take a large shopping centre for example: it will typically incorporate a variety of automated fire and security systems, publicly accessible parking, delivery areas, security personnel, maintenance and cleaning teams, and a large number of retailers. Whether your site is a shopping centre, university campus, large office complex or airport, with cutting-edge communications technology, you can ensure maximum operational efficiency and safety.

Multitone's estate management solution can provide a secure and highly effective communications network to give you complete situational awareness and the ability to react quickly to any problem that arises. In a shopping centre, retailers can be provided with wall-mounted tablets to report problems and request assistance at the touch of a button. CCTV footage and still images can be shared with security teams effortlessly via smart devices. Vehicle barriers and door locks can be activated remotely should a security threat emerge, while smoke alarms and other safety systems can forward alert location to relevant personnel automatically.



Alarm Centralisation



A single platform for all your site safety and operation alerts

Some workplaces have a huge variety of automated systems which, operating independently, can be quite a burden to manage. However, with Multitone's alarm centralisation platform, you can bring everything together into a single live dashboard, making monitoring and managing your site simple.

Here are some of the systems you can manage with Multitone's solution:

- Fridge and freezer sensors
- Motion sensors
- Smoke, gas and fire alarms
- Intruder alarms
- Door sensors
- Heating and air conditioning control
- Manufacturing sensors
- Lighting control
- Automated robotics
- Personal safety alarms
- Nurse call systems

You can configure these alerts to forward automatically to relevant members of staff, or assign teams to act upon them manually.



Asset Tracking & Management



Bring the power of IoT networks to all your key assets

We may live in a digital age, but most of a business's key equipment is still strictly analogue. The only way to keep track of it is often by manual documentation, sticking to rigid processes and relying on memory.

For some organisations, looking for equipment is a significant drain on resources. But there is a solution. With the use of RFID or Bluetooth tags and sensors at key choke-points, it is possible to bring all of your key assets into the 21st century and make them traceable and manageable via Multitone's asset management software.

With our asset tracking system, you will be able to look up any piece of equipment's location based on the sensor it passed most recently. You will also be able to check or update its status and assign maintenance or cleaning tasks to ensure it's ready for use.

Here are some examples of equipment you can track with our asset management solution:

- Hospital beds
- Forklift trucks
- Pallets
- Power tools



Staff Safety



Summon help at the touch of a button

Safety is absolutely paramount in any workplace. For workplaces where staff often work in isolation, who carry out potentially hazardous work, or who work with the public and could be subjected to violent behaviour, the ability to get help quickly offers both protection and peace of mind.

The EkoTek staff safety system consists of a network of discreet alarm fobs, two-way pagers and location transmitters. Staff can summon either assistance or emergency help at the press of a button. The EkoTek system then transmits the alarm location via a central management system to designated responders, which could be security staff, first aiders or medical personnel.

With fall-detection and dead-man acknowledgement settings, the EkoTek system can also raise alarms automatically should a member of staff become incapacitated and unable to raise an alarm themselves, adding an extra layer of security. ATEX personal safety alarms are also available for workers in potentially explosive atmospheres.



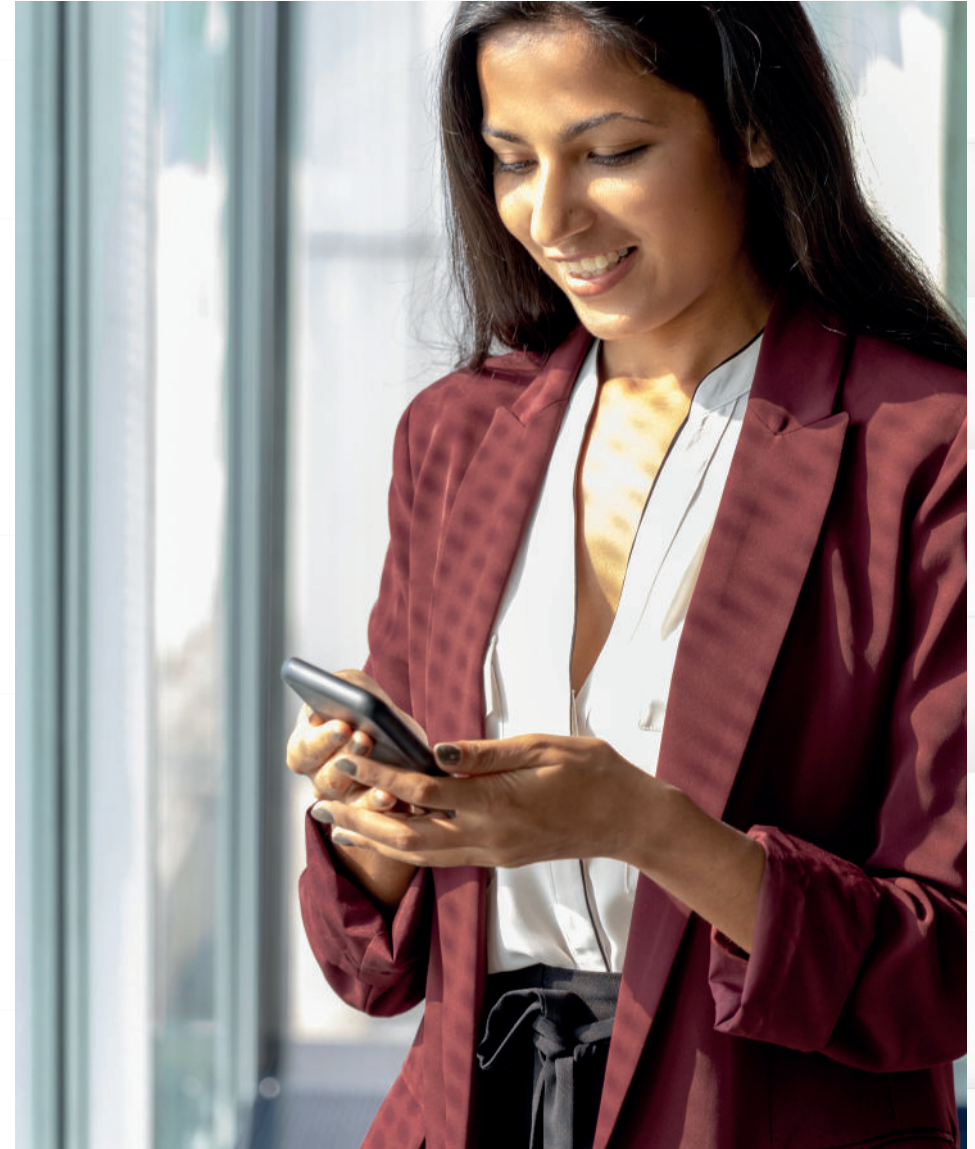
Mass Messaging



Alert everyone with a single click

Sometimes it's necessary to send hundreds or even thousands of people the same message; for site closures during severe weather conditions, for example. Without the right infrastructure in place to do this, it can be a very time-consuming and costly endeavour.

With Multitone powering your business communications, you can easily configure relevant contact lists and then send your message out to all of them with a single click from i-Message. With integration with Multitone's messaging app or pagers, you can make these high-priority messages which are sure to be noticed.



Major Incident Management



Be prepared for anything with Multitone's major incident management solution

In our fast-changing, interconnected world, businesses are vulnerable to major disruption like never before; with threats like cyber-attack and extreme weather worsening with each passing decade. Some businesses must also be prepared to handle a major industrial accident or even acts of sabotage.

Developed originally for emergency services use, our major incident management solution allows you to notify staff and coordinate a response when a major incident which represents a serious safety threat or danger to business continuity has occurred. With a single interface, you will be able to summon key personnel onto site with the relevant details, and have a live view of who has received the message and who is responding. This greatly expedites response times and allows you to extend the scope of your communications if the response from staff is insufficient.



Paging



Guaranteed reliability for critical messaging

Multitone were pioneers in paging technology, and it remains a core part of our business today. In situations where speedy, 100% guaranteed high-priority communications are required, paging has a number of advantages:

- It's an independent system, not reliant on external internet providers or cellular networks
- Pagers are rugged, very reliable, simple-to-use and have a long battery life
- Paging signals can be picked up in areas where the cellular network is unavailable, including in remote areas and inside buildings
- As a separate communication device only reserved for high-priority, work-related alerts, staff are more likely to check their pager immediately if it goes off

A variety of paging technologies are available, including two-way pagers for message acknowledgement. Paging can either be deployed as a standalone system or as part of a comprehensive internal communications solution employing a mix of technologies.



Why choose Multitone?



Multitone have decades of experience in the manufacture, sale, installation and support of critical communications technology. Multitone designs its own software and hardware, and has a dedicated customer support team.

Thanks to our experience, deep industry knowledge, the effectiveness and reliability of our solutions, and our commitment to excellent customer service, we are trusted by businesses and organisations around the world to provide their critical communications: including fire & rescue services and the British National Health Service (NHS), where good communications can save lives.

Talk to us about your business's needs, goals and challenges and we will recommend a bespoke communications solution which will save your business time, improve safety, boost productivity, bolster its resilience, and ultimately make it a more effective organisation.

Multitone were founded in the UK, but our solutions are used all over the world. So wherever you are, if you are looking for flawless internal communications, get in touch with us.





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Multitone's global presence



Multitone's customers include:

- Canary Wharf Group PLC
- Hannover Medical School
- Health Service Executive
- Sadler's Wells Theatre



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Registered office: Multitone Electronics plc, Shortwood Copse Lane,
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Registered in England No. 256314

Literature No.: MPL 076
Issue 2



FM 20122

