



# Multitone i-Message

Hybrid  
messaging  
platform



# A secure platform for integrating systems, automating alerts and fostering collaboration with effortless communications

Multitone i-Message acts as both a communications hub and a control centre: processing data from a myriad of sources, facilitating communication between disparate devices, executing automations and providing the administration interface for a number of Multitone solutions.

## **Multitone i-Message:**

- Provides time-critical messaging for key users and teams
- Unifies devices into an integrated system, even if their firmware is incompatible
- Transmits, stores and backs-up data
- Allows centralised monitoring, messaging & administration
- Enables use of Multitone apps and solutions, including Appear, Appear Lite, Major Incident Management and more
- Supports multiple communications methods, including DECT voice, SMS, email, instant messaging and paging
- Is available as an on-premises server, virtual server and as a Cloud service in partnership with Amazon Web Services (AWS)\*

\* visit [multitone.com/i-message](https://multitone.com/i-message) for more information



# About Multitone i-Message



## Why choose i-Message?

The beauty of Multitone i-Message is that it has been specifically designed to be device-agnostic, and integrate with your existing in-house systems and any future additions. Wish your intruder alarm system could send alarm information to your security team's smartphones, without having to replace the entire system? With i-Message, you can achieve just that, in effect bringing the Internet of Things (IoT) to legacy systems with no native internet capability.

## Consolidation and monitoring

Traditionally, the various communications methods used by organisations are 'siloe'd', and are completely separate from each other. This makes processes lengthier and more complicated.

Multitone i-Message brings all of your communication systems and devices under one platform, reducing complexity. In doing so, workplace activity is also easier to monitor and simpler to audit, ensuring professional conduct and compliance with your policies. This protects staff and also helps protect your organisation's assets and data.

Any automatic alarms or manual calls for assistance are automatically processed by Multitone i-Message. The system immediately contacts the most appropriate teams and calls them to action. Their availability and responses are tracked so that you know if the situation is being dealt with, and you also have the data you need to improve processes in the future.



# About Multitone i-Message



## The right tool for every job

All organisations have a range of communication needs. These could include critical communications which demand immediate action, with the required response limited simply to accepting or declining the task. On the other hand, virtually all organisations need communications for regular organisational or collaborative activities, such as arranging cover for an absent member of staff. We know that different roles and teams have different requirements, so i-Message supports VoIP and DECT telephony, paging, smartphone paging apps and secure messaging apps for individual and group messaging.

*Ease of communication is crucial to running a successful organisation. A communication system should allow you to focus on the task, not the process. Simplicity for the user is pivotal to the success of any communication system, and therefore the wider organisation.*



# Upgrading and modularity

Technology never stands still. Being able to update all of your organisation's systems to take advantage of the latest technology is not always feasible or cost effective. Multitone i-Message ensures that you can merge your existing systems with new technologies as and when your budgets or strategies allow – enabling wired fire alarm systems to issue automatic smartphone alerts to all employees, for example. i-Message enables you to bring together all of your communication requirements and build them into a resilient platform that grows with you.



# About Multitone i-Message



## Working without boundaries

Many hospitals, universities and other organisations have multiple sites and buildings, all of which need to be monitored. Multitone i-Message provides a secure, uniform communication platform that can operate either in the Cloud or on-premises, supporting operations across multiple separate sites, global or local, depending upon an organisation's unique needs. It can work purely over Local Area Network (LAN), network with other sites via Virtual Private Network (VPN), or communicate over the internet, with Multitone DMZ proxy providing additional security if required.

This level of flexibility ensures that when organisations merge, i-Message can help you build a single cohesive communications network. Minimum disruption to your systems and processes is always at the heart of working with Multitone i-Message.

## Resilience

Multitone i-Message has been designed to work in the most demanding of environments. Many of our customers are hospitals, where communications are essential not only for ensuring smooth operations and timely treatment of patients, but also for getting staff where they're needed in highly time-critical, danger-to-life situations.

Multitone i-Message was built with resilience as standard. Should any area of this system fail, there is an immediate and automatic backup and notification process, so messages and calls are not disrupted and faults can be rectified as soon as possible.

This resilience works across multiple sites.

On the rare occasion that part of a system may fail, control of that area can automatically be transferred to another site, without interruption, so your communication channels continue to function and your day-to-day business is not affected.



# About Multitone i-Message



## On-site and wide area paging

For critical communications where message transmission must not fail or suffer lengthy delay, paging is viewed as one of the most robust forms of communication. Multitone i-Message is fully scalable and designed to support on-site and wide area paging. This system can operate across multiple sites or locations, making it ideal for private or regional paging communications.

For dedicated critical communications, the ability to send a team call with speech treated as the highest priority; ensuring service availability for critical messaging. With the addition of call verification, further proof that a call has been sent is also provided, giving you a full audit trail of each scenario. The Multitone i-Message system can be connected to your telephone system or your computer network, enabling calls and messages to be sent from any telephone extension or PC.

## Monitoring and alarm management

Multitone i-Message centralises your alarm and monitoring systems. It combines alarm outputs from a wide range of systems and interfaces, including smoke and fire alarms, production line sensors, building management and security systems, and even IT systems, unifying them to create a single point of monitoring and control. Centralising your alarms reduces complexity, and aids with rapid investigation and resolution of any issues, even if the equipment originating the alarm is in a remote location.

## VoIP & Cordless Telephony

Wi-Fi or DECT devices give you the freedom to move around your facility and remain contactable. By integrating with Multitone i-Message you can develop that accessibility so that you can monitor and control alarm functionality and send messages to a variety of devices whilst on the move. The ability to send multiple messages to either person or machine lifts your Wi-Fi or DECT system into being a remote management tool.



# About Multitone i-Message



## Smart devices and applications

For those staff whose device of choice is a smartphone or tablet, integration into Multitone i-Message gives them access to Multitone's powerful, secure, professional communications apps. Adopting Multitone's messaging apps in concert with i-Message gives your organisation all the features you can expect from consumer-focused messaging products, but provides a strictly professional tool with a centrally administered userbase and contact lists, automatic message backup and a clear audit trail. It also puts you firmly in control of your organisation's data and helps ensure sensitive information is protected.

## Increasing staff protection and safety

Multitone i-Message fully integrates into Multitone's wireless staff protection system, EkoTek, as well as other existing alarm systems such as wired panic buttons. This system is designed to assist staff working in potentially hazardous conditions or in isolation, enabling them to summon help and support should they need it.

Multitone i-Message will integrate any existing alarm systems into the EkoTek network. However an alarm is raised, i-Message can immediately alert and deploy the correct support team via their pre-configured communication method, be it email, SMS or instant messaging, working in concert with EkoTek's Messenger pagers or as a replacement alerting method. Information about the event can be linked to CCTV giving a visual record of the incident in question. To learn more about EkoTek, visit [multitone.com/solutions](https://multitone.com/solutions)



# Cloud and on-site hybrid solutions

Multitone's unique technology means we can offer i-Message as a hybrid solution, linking on-site and Cloud-based systems together into one flexible, resilient yet cohesive communications and integration platform.

The advantages of using components of i-Message on-site and in the Cloud are numerous. For sensitive applications like building safety and security monitoring and management, you can rely on an on-site i-Message system operating on LAN with physical redundancies, which will continue to function as intended if there are internet connectivity problems. This also offers more protection from cyber-attack.

At the same time, messaging apps and other everyday communications activities can be routed through the Cloud, connecting your teams via Wi-Fi or mobile data, wherever they are. For international organisations, i-Message in the Cloud can be deployed across multiple AWS servers around the world to provide better network speed to local branches and remote workers.



# Multitone i-Message in action



## Canary Wharf

The Canary Wharf Group manages a large and complex commercial space. To guarantee effective communications and monitoring, the estate management team chose Multitone's i-Message platform.

i-Message provides great communications to commercial tenants via the Estate Alert interface. With this, tenants can easily share information such as opening times, fire alarm tests or maintenance requests using the seamless touchscreen interface. They can also share images or video, and send emergency notifications too.

The site's security teams are linked into the i-Message network via smart devices, including smart watches, upon which they can receive images or footage of suspicious individuals or lost items. Additionally, a real-time map board shows the location of alarms and can be used to assist in a lock-down or evacuation.

"The Estate Alert solution is ideal for our communication needs. The system has scope far beyond that which we are utilising initially. We look forward to the benefits of a long-term partnership with Multitone."

**Lee England, Canary Wharf Group**

## Northern Health and Social Care Trust

Multitone provide highly reliable and cost-effective paging, DECT and alarm monitoring to this Northern Irish Trust, as well as our EkoTek staff safety alarm system at the Causeway Hospital's Ross Thompson mental health unit and A&E department.

i-Message is used for the essential communications within the Antrim Area and Causeway sites and is at the heart of the 24-hour switchboards for each facility. It also enables a backup whereby either site can take over the critical operations of the other in the event of an emergency.

"Without the support of Multitone and its products running our internal communications would be very difficult, particularly in an emergency environment. We have been particularly impressed with Multitone's customer service and the account management, which has been an integral part of our highly beneficial relationship."

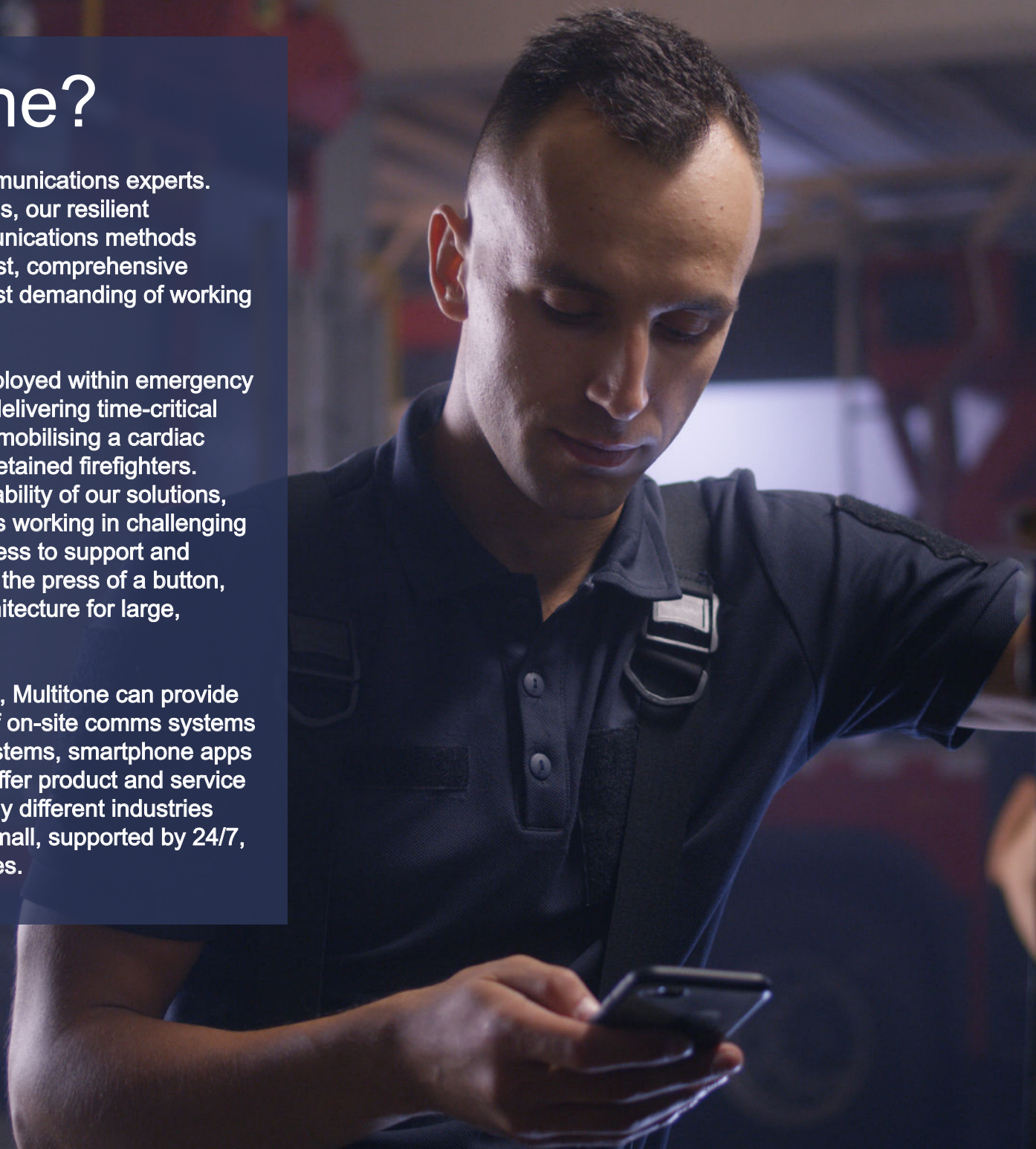
**Paddy Graffin, Head of Estates, NHSC**

# Why Multitone?

Multitone Electronics are critical communications experts. With our powerful integrative platforms, our resilient design know-how and suite of communications methods and devices, we can offer you a robust, comprehensive communications solution for your most demanding of working environments.

Our technology and expertise are deployed within emergency services across the UK and Ireland, delivering time-critical messages which save lives; such as mobilising a cardiac team in a hospital, or a fire station's retained firefighters. But thanks to the diversity and adaptability of our solutions, Multitone also ensure school teachers working in challenging environments can get immediate access to support and assistance directly to their location at the press of a button, and provide the communications architecture for large, complex retail and commercial sites.

Whatever your communication needs, Multitone can provide the answer, whether it's in the form of on-site comms systems and devices, wide area broadcast systems, smartphone apps and cloud services, or all three. We offer product and service options which meet the needs of many different industries and organisations, be they large or small, supported by 24/7, 365 days-a-year UK customer services.





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