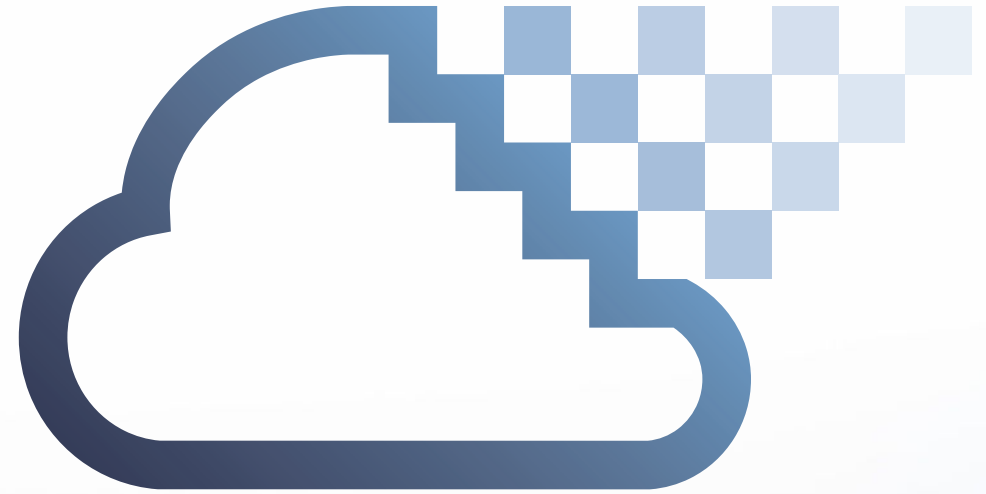




i-Message
Cloud

i-Message in the Cloud

Multitone's device-agnostic, unified messaging platform

Multitone i-Message brings devices together. It facilitates communications between everything from fire alarm systems to smartphone apps, enabling centralised monitoring, automation and effortless communication. It's also at the heart of many Multitone solutions.

Anytime, anywhere availability

i-Message used to require an on-site installation in the form of an i-Message or IM-Lite server. This requires an investment in space and supporting infrastructure, as well as adding to electricity bills. While physical installations of i-Message have their advantages, for many customers, our Cloud offering could be the perfect fit.

i-Message Cloud offers:

- Lower cost of entry
- No infrastructure, maintenance or estate costs
- Quick and easy deployment
- Modularity & scalability - pay only for what you use, scale up & down with ease
- Peace of mind: i-Message Cloud is hosted by industry leaders AWS



What's available via the Cloud?

- Multitone Appear
- Multitone Appear Lite
- Multitone WorkFlow App (for use with on-premises Hospital Bed Tracking Solution)
- Major Incident Management
- i-Message System Control Unit

Cloud-Hybrid solutions

Multitone can also deploy hardware on-premises to make your Cloud-based communications systems interoperable with non-IP based alarm systems, comms over radio, etc.

- Major incident management extended to OSP, WAP and telephony
- 3rd party on-premises integration, e.g. PBX interface
- Messaging modules - TAP, ESPA, ESPA-X etc.
- Alarm modules - IP, API, ESPA-X, RS232 protocols etc.
- Ability to integrate traditional Multitone services including paging

Cloud-based DMZ

i-Message in the Cloud supports an independent DMZ proxy server. This allows i-Message on-premises systems to operate without extra DMZ hardware or software.



About AWS

Industry-leading Cloud hosting

Amazon Web Services (AWS) provide Cloud hosting and other services to some of the world's most recognisable businesses. AWS services 245 countries and territories, with data centres on 6 continents. With millions of customers and tens of thousands of partners, the AWS Global Cloud Infrastructure is the most extensive, the most secure, and the most reliable Cloud platform available.

Benefits at a glance

- Features 24/7 monitoring and a AES256 encrypted network designed to meet the most stringent security requirements in the world
- Low latency - single-digit millisecond latencies with low packet loss with high overall network quality
- High service availability - 100GbE fibre network backbone, delivering a global availability of 4 9's and by splitting the architecture up to 5 9's achievable
- Flexibility - enables rapid scalability, ensuring that you can add additional resources as and when they are required. For example, peak loads can be smoothed by deploying hundreds or even thousands of servers in minutes
- Survivability - we deploy to multiple Availability Zones (AZs) within each region, meaning i-Message can fail-over to an alternative AZ if required. This helps ensure 24/7 continuity of service, 365 days a year





Global reach

i-Message on-premises is great for organisations with a single site or multiple sites that are concentrated in the same country. However, for international organisations with offices around the world and people working remotely, i-Message Cloud delivers superior performance. AWS's network of super-fast, powerful servers, distributed around the world, can deliver i-Message services from the nearest data centre for an optimum experience. Choose an i-Message deployment that suits you:

- Deploy i-Message within one or more regions in the same shared regulatory zone (e.g., the European Union). This helps you keep all data managed under the same regulatory regime.
- Deploy i-Message in multiple regions, siloed. This is ideal for international companies that want separate networks for each region or country or want to benefit from lightning-fast internet speeds by accessing local data centres, and may be preferred for applications like IoT networking and management.
- A combination of a company wide i-Message system for global communications hosted in a single region and discreet i-Message systems in various geographical locations for more localised applications.



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