

247i

MESSENGER

You have a continuity plan, diverse telecommunications, backup data centres, and standby office space. But...

What If its 3 o'clock in the morning and only you know?



Rapid Notification Without Risk

Key Features

Crisis Management Centre

24x7 operation providing a human interface to 247i Messenger.

Speed

Our massively parallel Enterprise Network ensures rapid, high volume message delivery.

Accuracy

The message is stored once and delivered many times, 100% accuracy is standard. No 'Chinese Whispers'.

Resilience

All our systems are fully redundant and distributed across multiple locations, an unrivaled capability.

Multi-modal Delivery

Voice, text, fax, pager and email.

Information Integrity

CMC operators use military style voice and confirmation procedures to ensure that all communications are error free.

Security Management

All CMC staff are security vetted, drug screened and operate within an IS17799 Information Security Management System framework.

Reporting

Flexible reporting on event plan progress and statistics.

Message Receipt Confirmation

Reports include successful message delivery, confirmation of receipt and ETA on site.

In response to the activation of a business continuity and recovery plan, alerting and activation procedures become paramount. Communication is a significant constraint in any recovery process.

Contacting members of the recovery team, support personnel and the remainder of your staff using traditional manual cascades is simply ineffective. Manual cascades tie up valuable management time and result in message distortion and inaccuracies.

The net result is your significant investment in business continuity capability is wasted whilst staff try to inform everyone of what to do and where to go next.

247i Messenger is the simple answer.

Using a potent blend of technology and highly trained operators in an IS17799 management framework **247i Messenger** delivers multiple messages in a wide variety of formats to ensure the relevant information is received.

When you need to activate an event plan we don't ask you to navigate complex IT systems with little used passwords and complicated access methods, simply call our 24x7 Emergency Management Centre and speak to real people not machines.

Using military style voice procedure and easy to use, yet highly secure, authentication questions the CMC Operator confirms your identity and activates the chosen event plan. The system then calls multiple people, in priorities defined by you, and relays the message using voice, paging, text messages, fax or email.

Real time, exception and historical reporting allows the event initiator to assess progress and make appropriate management decisions.

In addition to notification 247i can provide a managed evacuation service in the form of **247i Roll Call** and various crisis support services such as managed audio conferencing, transportation, accommodation and catering services collectively known as **247i Logistics**.

247i Messenger allows you to access continuity capability quickly, minimising management overhead and maximising your investment.

For more information please contact

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