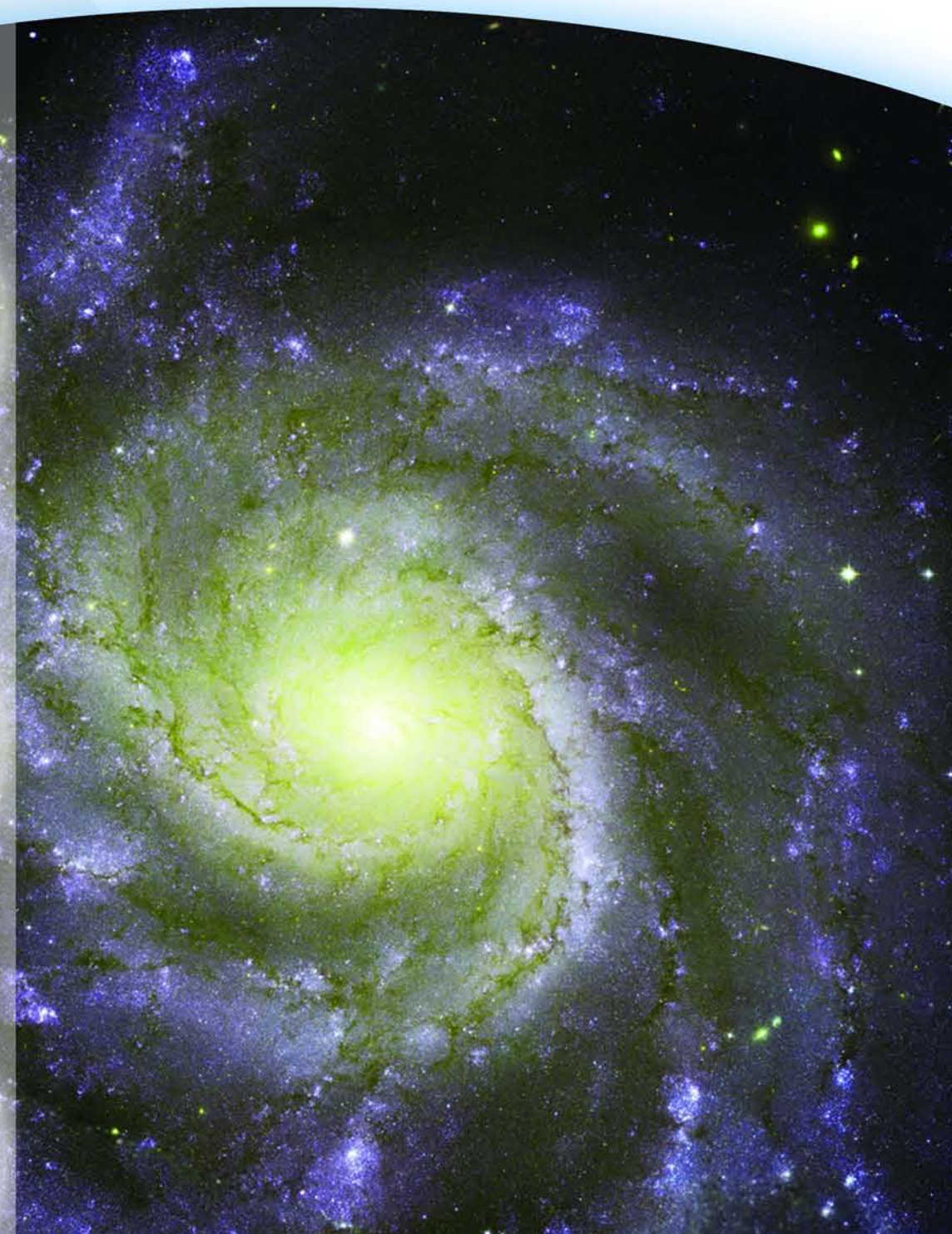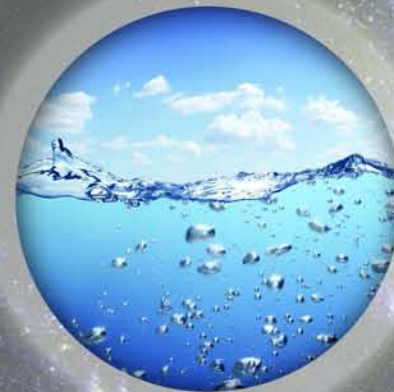# Multitone Electronics Plc

**Multitone Electronics Plc, Multitone House, Shortwood Copse Lane, Basingstoke, Hampshire, RG23 7NL**
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## delivering certainty

# Multitone - delivering certainty

## Multitone - simply communicating

Multitone prides itself on being able to offer customers a robust and comprehensive communication system developed to meet their exacting needs. Regardless of the industry, communication simply needs to work, if it doesn't your general working lives are more complex and understanding your business is less precise. By being more aware of how all your voice, messaging, monitoring and alarms can work together, you can be more aware of how your organisation is functioning, enabling you to make informed strategic management decisions.

Being able to combine all of your communication systems and devices into one overall platform ensures that your organisation is taking proactive steps to really manage all of the differing processes and systems that businesses and organisations today have to contend with. Bringing disparate systems together into one single point of control and management this will help you in delivering certainty.

## Starting from the beginning

Creating something new and making it work requires a number of different core elements and conditions to be brought together. When these elements work together they can create more than a different way of working, they can create a different way of thinking. As a company Multitone understands what it takes to manage your ideas and develop something new. This concept is the basis on which we like to work with you. We take your needs, requirements and budgets and then apply our expertise and create a communication system that gives you what you need to make your working life simpler. We build a platform which is flexible enough to take into account your immediate requirements, but can also adapt to your future needs as your business grows.

## Technology

Technology is constantly evolving, being able to stay ahead of the technology curve is never ending. At Multitone Electronics we understand that it is not always possible to update all of your communication systems just because something new comes along. Multitone systems are designed to work with your existing systems, and when you are ready, and your budget allows, merge with new and futuristic capability. This level of integration ensures that all of your technical capability remains as current as you need it.

Multitone systems can adapt and grow with the requirements of your operations, from a small business to large international corporations. Multitone can integrate, monitor and control all the communications in line with your business need.

## Communication

Continuous, effective communication within any organisation or business is difficult to achieve, however Multitone Electronics is all about making communication work for you. We offer a robust multimedia platform which integrates the messaging and voice capabilities of existing and new communications equipment to form a comprehensive communication system. The system brings together communications between people and machines and can expand to accommodate growth and the introduction of new technologies.

*Existing telephone systems with standard interfaces can be brought together with other messaging and communication systems to allow communications to pass seamlessly between one technology and another, so contacting colleagues, whether in an emergency or for standard business, is managed securely and reliably with full traceability from a single platform.*

Multitone brings together all your communications requirements and builds them on a resilient platform taking your communications devices to the future, without the need to replace your existing infrastructure.*

Multitone can provide uniform communications that work across multiple sites, global or local. All sites can be accessed, controlled and viewed remotely from one central source, as well as locally.  We understand how important certainty is when dealing with communication, as such we have designed several levels or resilience into our communication systems.

On the rare occasion that part of a system may fail, control of that area can be automatically transferred to another site, without interruption, so your communication channels continue to function and your day to day business needs are unaffected. This not only assists your entire organisation, it also gives you peace of mind.

*Where capability allows.*

Smartphone

Onsite paging

WiFi Speech

Video

Email

WiFi messaging

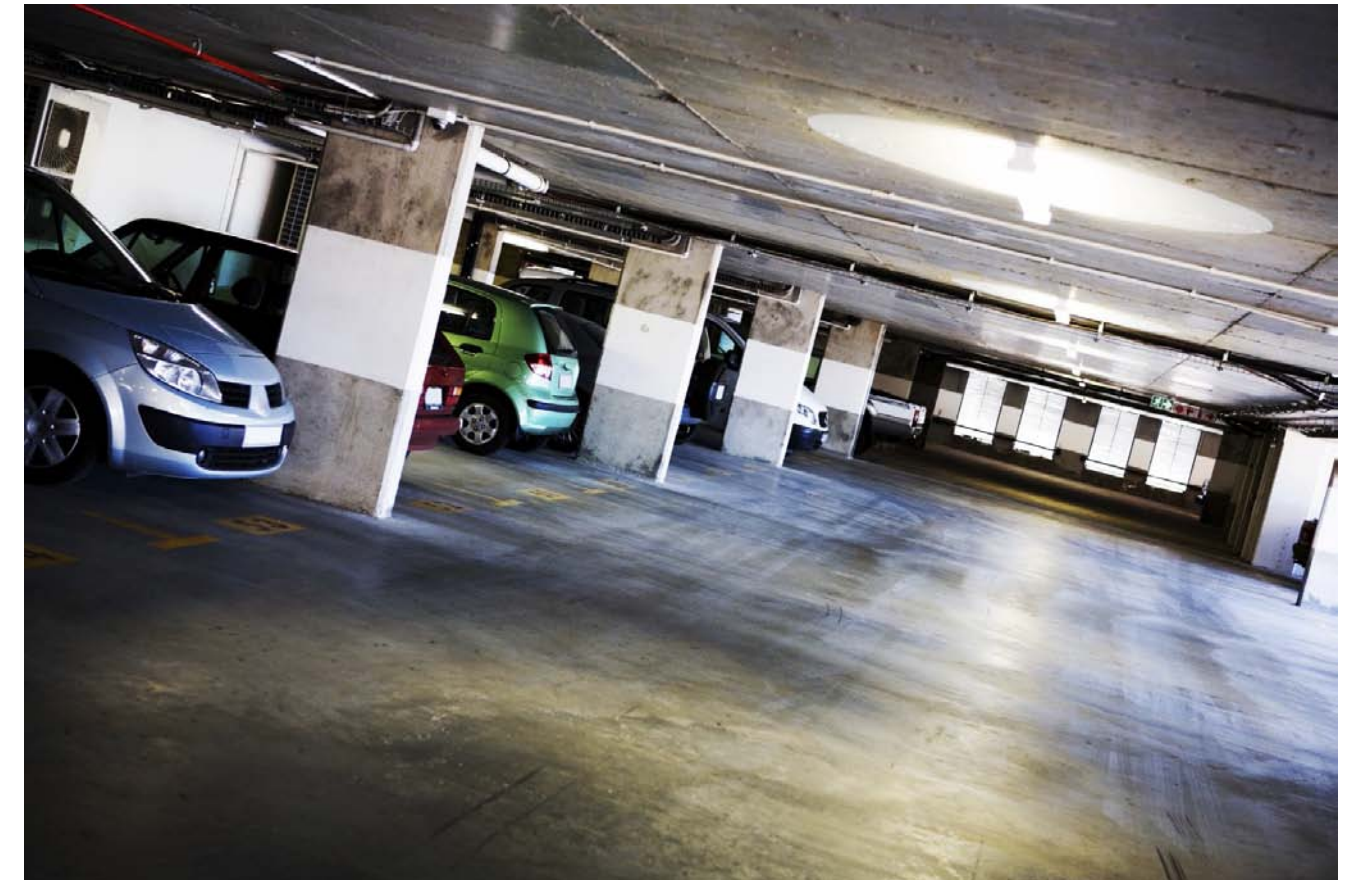IP DECT/ DECT

Wide area paging

Telephony

# Control

Being able to take proactive steps to control a situation keeps your business operating smoothly. Multitone communication systems not only monitor situations they can take specific actions according to the type of event being raised.

*If a fire alarm goes off, Multitone's communication systems can send a message to key staff, automatically switch off the gas supply, cause IT equipment to back-up important data files, open fire doors and operate lights indoors and outdoors. All of this activity happens without the need of human intervention or resources.*

Whatever the situation Multitone's multimedia systems form the central control function, acting according to pre-planned procedures to ensure your standard communications are seamless, informing the right people and allowing them to concentrate on resolving the situation. The situation is monitored and appropriate actions are taken accordingly.

*When rallying a team of fire fighters, the control centre have a finite amount of time to ensure that they can get the crew with the correct skill sets, ie specialists in chemical fires, to attend the emergency. By providing the right information and having visibility of responses the control centre can be sure they have the right team, with the right skills dispatched to the right place.*

# Monitoring

Keeping a watchful eye on all systems, machines and people is important. Staff working alone or in dangerous situations need to be protected, and the infrastructure and assets of your organisation also need to be secured.

Multitone systems monitor devices and raises alarms so conditions requiring attention can be attended to quickly. Alarms, such as fire, security and personal alarms can be checked and traced. Responses can be made and actions recorded so there is never an issue with receiving the right information at the right time.

CCTV cameras can be controlled automatically and video streamed to other remote devices such as office phones* allowing staff to view a situation as soon as an alarm is raised,so critical information on the situation is received and dealt with and actioned on as soon as possible.

*Linking devices and systems allows Multitone communication systems to become a central hub of your communications network which works to keep your business operating whatever situation may occur.*

If someone rings the doorbell Multitone can stream the doorway video to your phone* so you can open the door remotely or attend to the visitor accordingly.

Temperature or other measuring devices can be set-up to trigger alarms, and messages sent to appropriate staff on their preferred device. The alarm event can then be dealt with immediately. The audit trail ensures the situation and subsequent communications can be traced and reported for further analysis, thereby giving you transparency in your communications and your management information systems, especially when timed actions are critical.

*Where capability allows.*

# Support

Delivering a product or service is only half the story. At Multitone we pride ourselves on our relationships with our customers. We have been working in the communications arena for over 80 years and have achieved a level of expertise which gives you the confidence we understand how we can assist.

Providing customers with technical support, 24/7/365 and on-going technical advice is part of the essential product offering. Multitone can remotely monitor the system operations, do regular checks on system performance to ensure its smooth operation, provide updates to software, and produce activity reports or suggestions for improvements.

Not only can your communications systems be merged into one managed and integrated system, Multitone are able to provide first-line support for many of your communications devices and systems, reducing the time spent chasing multiple suppliers. With one call Multitone can actively sort issues with your communication, allowing you to concentrate on the business in hand, knowing Multitone staff are working with you to ensure your communication channels remain open and functional.

By working with Multitone you can benefit from:

- Preventative maintenance
- One call for any enquiry
- Upgrades
- Guidance
- Telephone account manager
- Rapid response times
- Cost rationalisation
- Single point of contact
- Single contract to administer

## Finance options

Multitone has developed a range of financial support options, which allows you to tailor your, medium to long term communication planning, so you can work within your defined expenditure and budget requirements. Rather than a 'rental' or a 'lease' agreement, these packages are designed to provide a complete 'facilities managed' solution over an agreed contract period.  Budgets are a serious consideration for everyone.

You need to monitor not just your expenditure, but need to understand if what you have purchased really does offer you the best value for money, and in most cases can offer you a return on your investment.

Our range of financial support options work in tandem with your business needs and can help you to maximise your communication options, whilst working within a budget framework.

Multitone recognises that every customer has a unique set of requirements, consequently, each solution is designed to meet these, however large, small or complex the application. To ensure that you can benefit from the most cost effective options we have developed a range of products and services, that we know are required by the majority of customers, and have packaged them together to produce a more cost effective option for you.

## Ease of communication

*Multitone systems are designed for mission critical and non critcial coordination and messaging. Our business is built on getting the 'right' message, to the 'right' person at the 'right' time:*

- *Maximises response*
- *Services are delivered promptly*
- *People are not kept waiting*
- *Decisions and actions are made and taken more quickly*
- *Customer care is not compromised*
- *Maximises efficiency, saving time and costs*
- *Situations are immediatly under control*
- *Staff are deployed efficiently*
- *Informed decisions are made intelligently based on up to date and accurate information*

## Consultancy

Multitone has a long history in communications and expertise in designing and providing businesses with their required solutions. Through our knowledge we are able to consult with our customers to determine what they need from their communications and how it is required to integrate with their day-to-day business functions, ensuring they get a tailor-made solution that suits their environment.

## All encompassing

More than 80 years communication experience and expertise ensures that Multitone can work with a multitude of communication infrastructures. By working with differing technologies we understand how they can be combined to produce effective and imaginative solutions for a variety of customers.

## Flexible

Multitone offers flexible solutions allowing your communications to grow with your business requirements. Our continual development ensures that we can provide your current communication requirements and your future needs. Through our designated account management we ensure that it is not only our products that are flexible but our service, offering rental and finance packages, as well as maintenance for your communication solution.

## Consolidation

As senior managers within your organisation, you understand how important it is for your communication system to work with a number of future products and as far as possible utilise any existing technologies already purchased.

A cohesive communication, system, based on a single platform which has inbuilt security and system redundancy levels, could reduce the amount of time you spend managing your communication. You can just communicate.

## Audit Management Reporting

Differing businesses and organisations have different auditing controls and requirements. Hospitals need to track all communication linked to emergencies and patient co-ordination. Industries need to demonstrate that their staff and equipment are working to pre-defined service level agreements.

*Wherever calls need to be logged and analysed Multitone systems provide easy reporting structures.*

Irrespective of the reason, Multitone can offer a flexible auditing system which will allow you to accurately report on the activities and incidents between people, machinery and processes.

By consolidating your communications it is easy to create an audit trail to show how your organisation is performing. You can access a variety of data which will give you the level of management information needed to ensure that your organisation is maintaining or exceeding your key performance indicators.

## About Multitone

Multitone Electronics is one of the pioneers of wireless messaging and has developed numerous communication tools to assist. As an organisation we continue to explore and develop reliable communications and controls, which integrate with customers' existing systems and technologies on a multimedia platform. Multitone is, part of Kantone Holdings, a member of the Champion Technology group of companies with a turnover in 2011of £235 million. We have a global presence and have manufacturing plants in Malaysia and in the UK.

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