

Pandemic Planning / Business Continuity Planning

H1N1 flu may cause disruption to workflow, the ability to provide service to customers and also access to supplies, vendors, and customers. Technology can bridge assist by providing employees remote access to telephone and computer networks from home minimizing 'down' time and allowing staff to be accessible to other team members, vendors and customers alike.

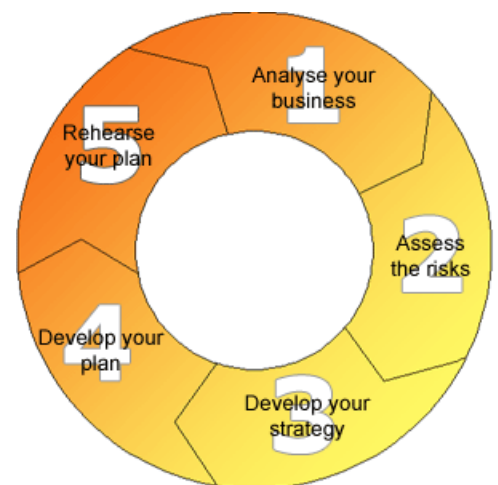
Components of Business Continuity Solutions:

- **IP Telephones** added to your system allowing staff to make and receive calls as though they are in the office
- **Consulting Services** and plan creation / remote worker solutions
- **Conference Solutions** allowing voice conference meetings
- **Unified Messaging** allowing employees to receive voice mails, emails and faxes (inbound and outbound) remotely reducing common area gathering
- **Presence Management** allowing calls to automatically route to staff based on their location which can be easily changed from any web enabled device
- **Telephone and Electronic Skins** which provide a latex fitted cover over the telephone buttons and keypad (or keyboard, mouse, etc.) for easy cleaning without causing damage to the electronic device
- **Telephone and Electronic Cleaning and Sanitizing** allowing for easy sanitization using the electronic friendly cleaning products, or cleaning performed on your behalf.



Other Important Business Continuity Components?

- Plan for delay in services and supplies from vendors and Government agencies
- Plan for an absentee rate of 25% - 30%
- Provide sanitizer products for staff
- Provide remote network access using remote access solutions
- Implement plans and make available to all staff
- Provide remote access to critical systems for support staff
- Encourage Flu vaccinations for staff



Communication Components of your Business Continuity Plan

Components of Business Continuity Solutions:

IP Telephones - By adding IP telephones to your existing telephone system, you provide a resource for staff to stay home if feeling ill and to either have a dedicated IP telephone or the ability to sign out an IP telephone to work from home and connect back to the office as though they are sitting at their desk including all features including intercom, conference, transfer, voice mail access and forwarding, paging and telephone line access. IP telephones in conjunction with remote network or computer access provide your staff with the ability to stay home and conduct business as usual.

Consulting Services - We are here to assist in the planning portion of your Pandemic planning, Business Continuity planning, Disaster Recovery planning as well as general business and technology planning to provide solutions to match your goals.

Conference Solutions - Voice conferencing internally (medium to large customers) allow staff to conduct meetings without the 'in person' meeting typically utilized. Conference calls with customers and Webinar presentations provide an easy way to communicate with customers, employees and suppliers reducing the possibility of illness within your organization and within your customers and suppliers organizations.

Unified Messaging - Provides employees with all voice, email and fax messages in their inbox for easy and remote retrieval, forwarding and archiving without the common area gathering and printer gathering for faxes. Unified Messaging provides the added benefit of reducing paper usage and allows staff to get all of their messages in place. It's faster than checking voice mail, waiting for faxes or reading their emails separately. Outbound faxing reduces the need to print a document and walk to a common fax machine and send the fax, ultimately reducing the possibility of getting ill from the common device.

Presence Management - Provides employees with a way to have calls route to them based on where they are and what they are doing. Users can have calls route to their home phone, cell phone, hotel phone or all of the above based on their location which they can change from any web enabled device, BlackBerry or other Smartphone device with the client installed. This allows customers to reach staff immediately, regardless of where they are located.

Telephone and Electronic Skins - A latex cover fitted to each model of telephone (or most electronic devices including custom fitted devices), provides protection for the device during cleaning and reduces germs.

Telephone and Electronic Cleaning and Sanitizing - Planning to clean electronics with the proper cleaning supplies ensures your devices protection and reduces the possible damage based on chemicals or cleaning solutions getting into the 'access areas' of the devices between the buttons or keys. Having a third party company come in and clean the products periodically above the normal cleaning strategy will reduce the possibility of illness.

TOTAL Solutions!

TOTAL Service!

TOTAL Satisfaction!