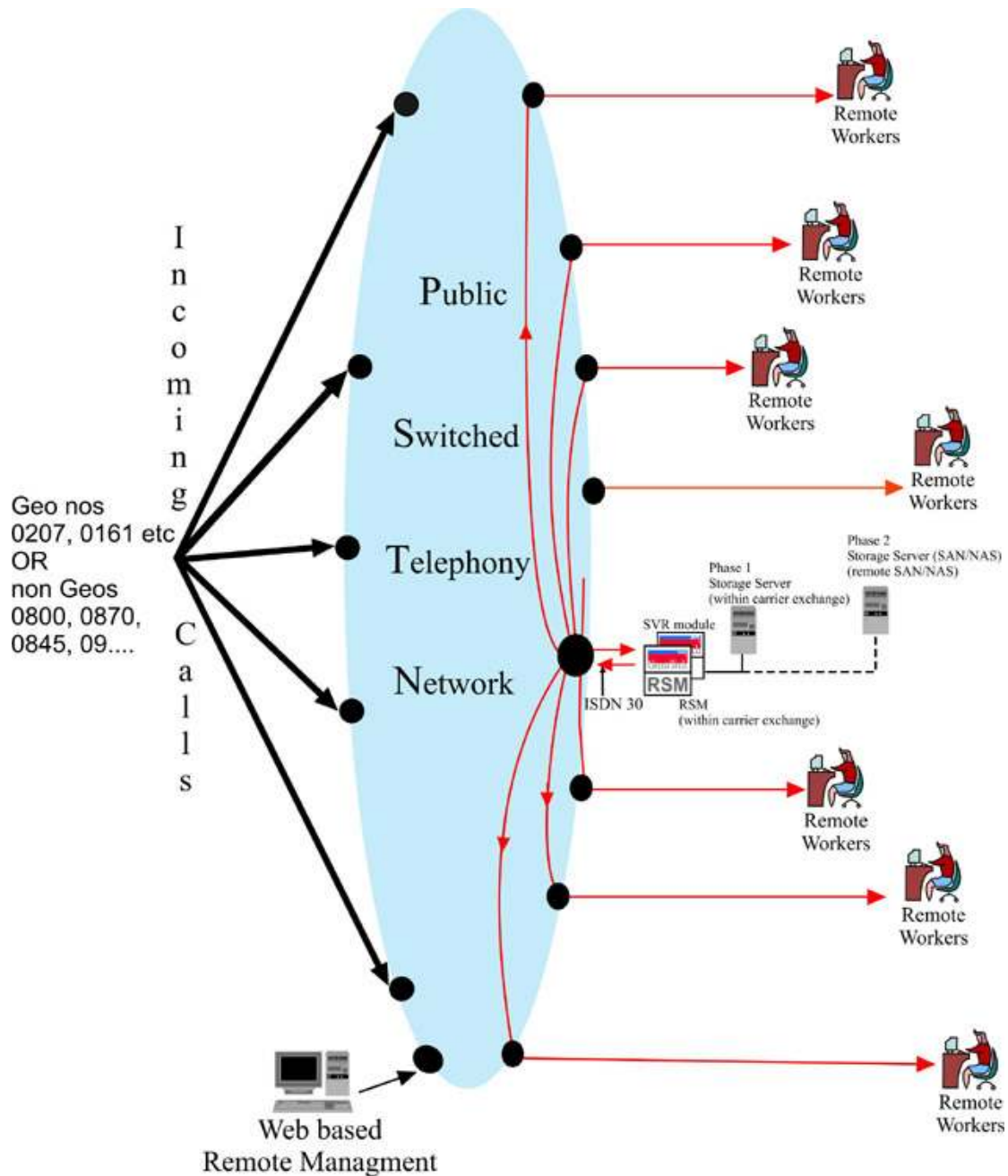


GemaTech's Virtual Call Centre Product RSM (Remote Service Manager)

Example 1: Remote ACD – Remote/Homeworking



LEGEND



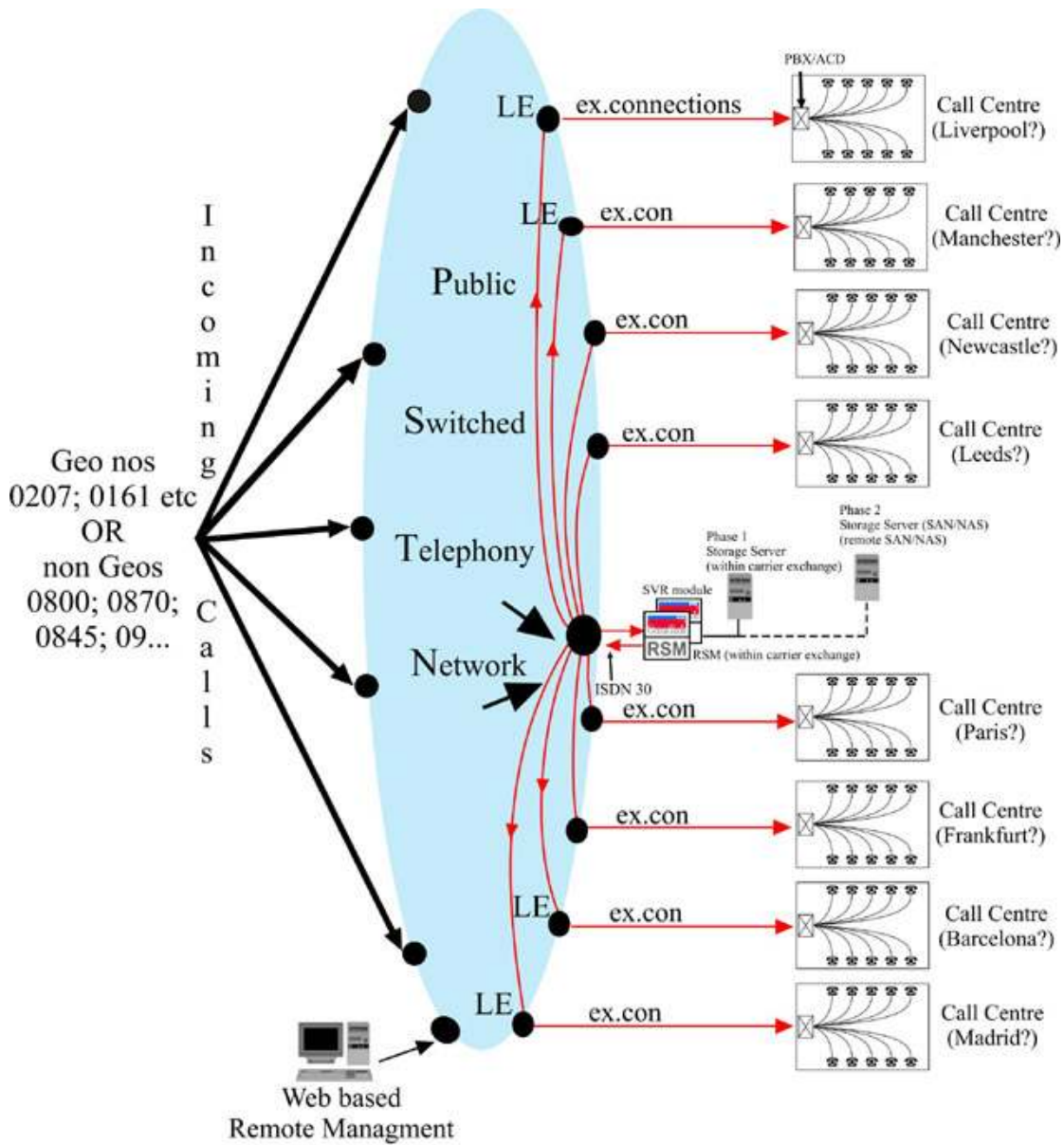
GemaTech's RSM located in either a selected Tier 1 carrier exchange or a secure, remote location





Analogue, T1 or Broadband connection to remote workers

GemaTech's Virtual Call Centre Product RSM (Remote Service Manager)

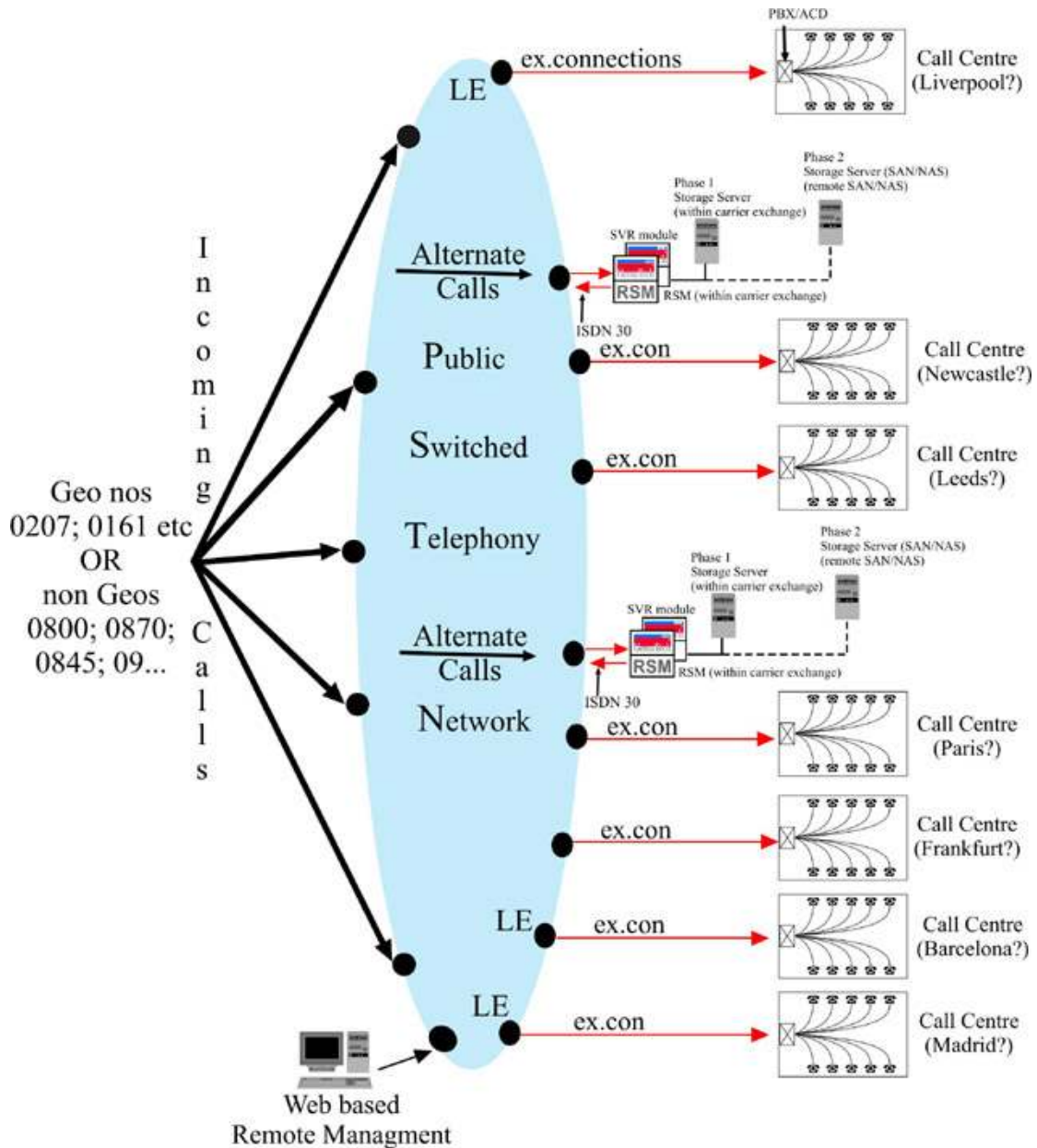
Example 2: Networked Call Centres





LEGEND

-  GemaTech's RSM located in either a selected Tier 1 carrier exchange or a secure, remote location
-  Existing telephone connections (ISDN 30; ISDN 2 or DEL) from office PBX to local exchange
- ex.con Existing connection ie ISDN 30, ISDN 2, Analogue
- LE Local Exchange

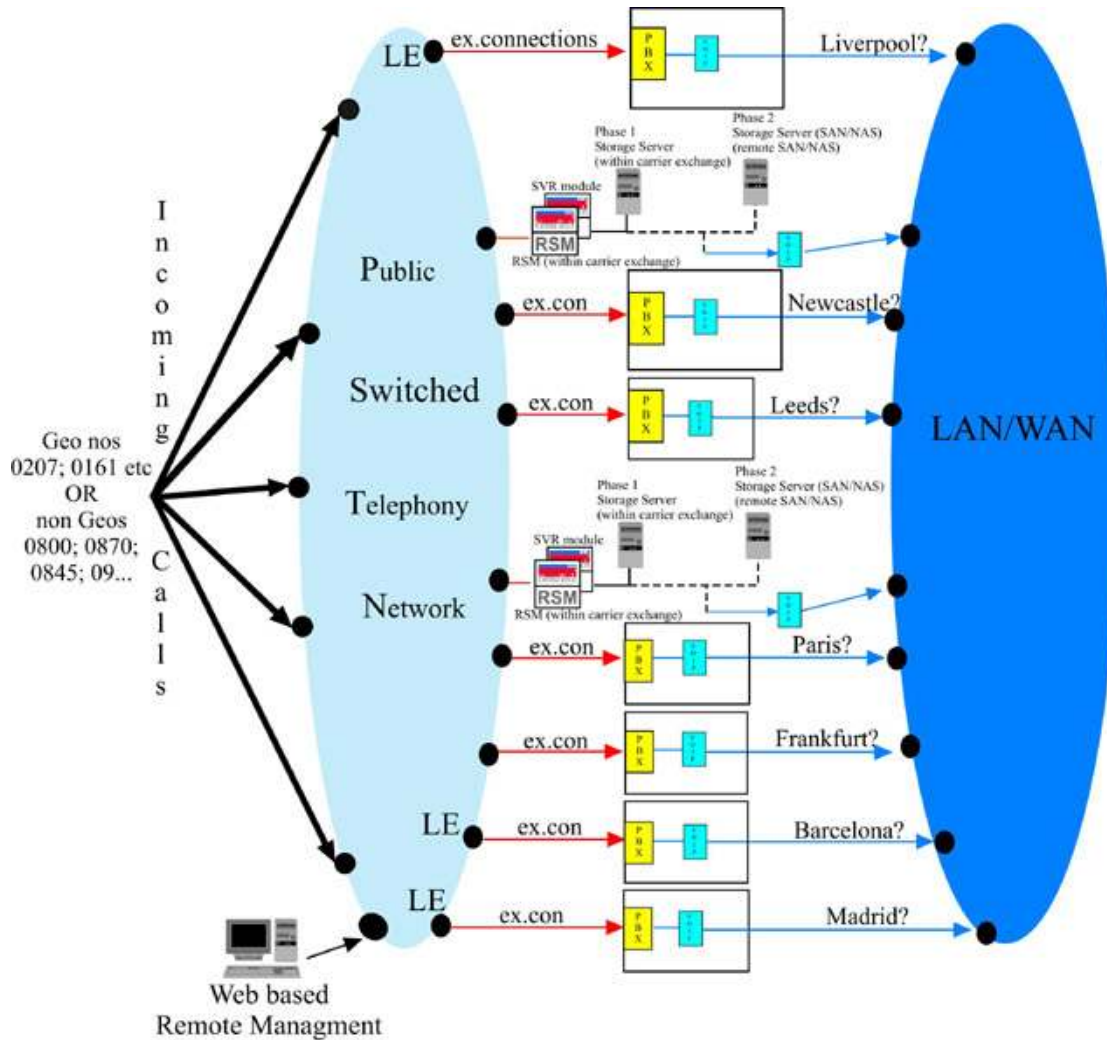
GemaTech's Virtual Call Centre Product RSM (Remote Service Manager) Example 3: Networked Call Centres Additional Resilience








LEGEND

-  GemaTech's RSM located in either a selected Tier 1 carrier exchange or a sure, remote location
-  Existing telephone connections (ISDN 30; ISDN 2 or DEL) from office PBX to local exchange
- ex.con Existing connection ie ISDN 30, ISDN 2, Analogue
- LE Local Exchange

GemaTech's Virtual Call Centre Product RSM (Remote Service Manager) Example 4: Networked Call Centres Migrating to VoIP

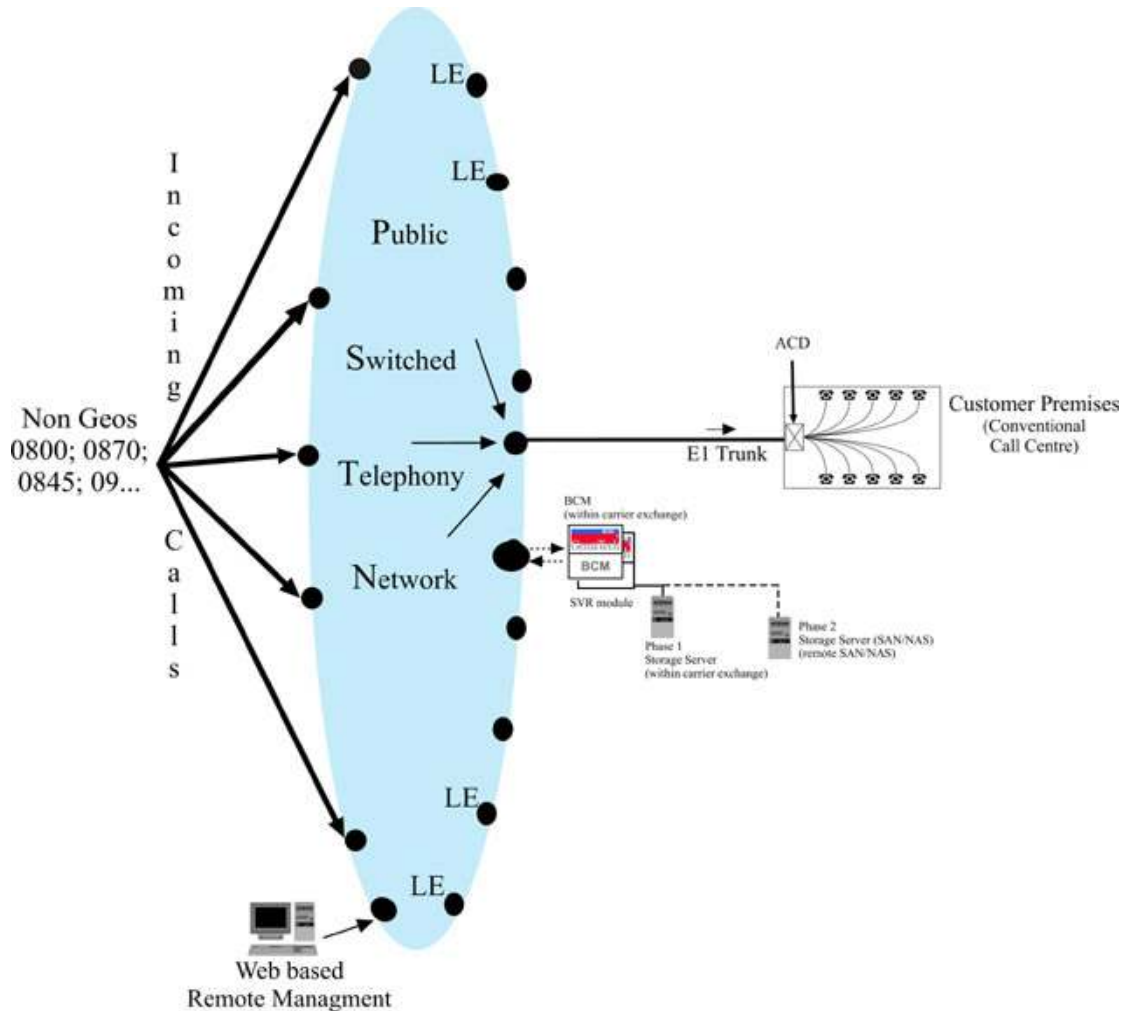


LEGEND




-  GemaTech's RSM located in either a selected Tier 1 carrier exchange or Data Centre
-  Existing PBX or replacement IP PBX
-  VoIP Gateway to Wide Area Network
-  Existing telephone connections (ISDN 30; ISDN 2 or DEL) from office PBX to local exchange
-  Data connection to Wide Area Network
- ex.con Existing connection ie ISDN 30, ISDN 2, Analogue
- LE Local Exchange

GemaTech's Business Continuity Product BCM (Business Continuity Manager)

Example 1: Single Call Centre Recovery Prior to Invocation

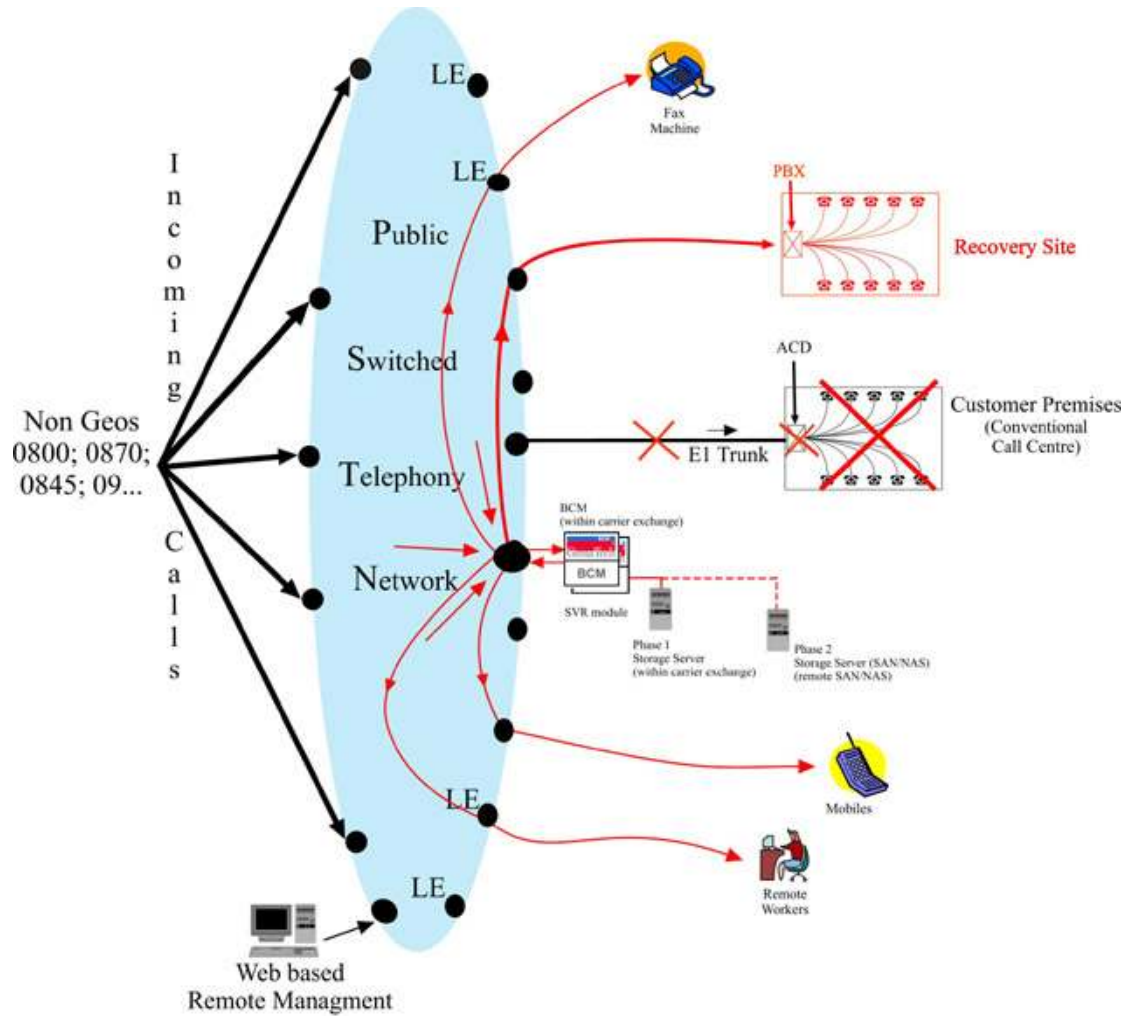


LEGEND





-  GemaTech's BCM located in either a selected Tier 1 carrier exchange or a secure, remote location
-  Existing ISDN 30(s) telephone connections from local exchange to Call Centre ACD
-  ISDN 30(s) connection(s) to GemaTech's BCM
- LE Local Exchange

GemaTech's Business Continuity Product BCM (Business Continuity Manager)

Example 1: Single Call Centre Recovery Immediately following Invocation

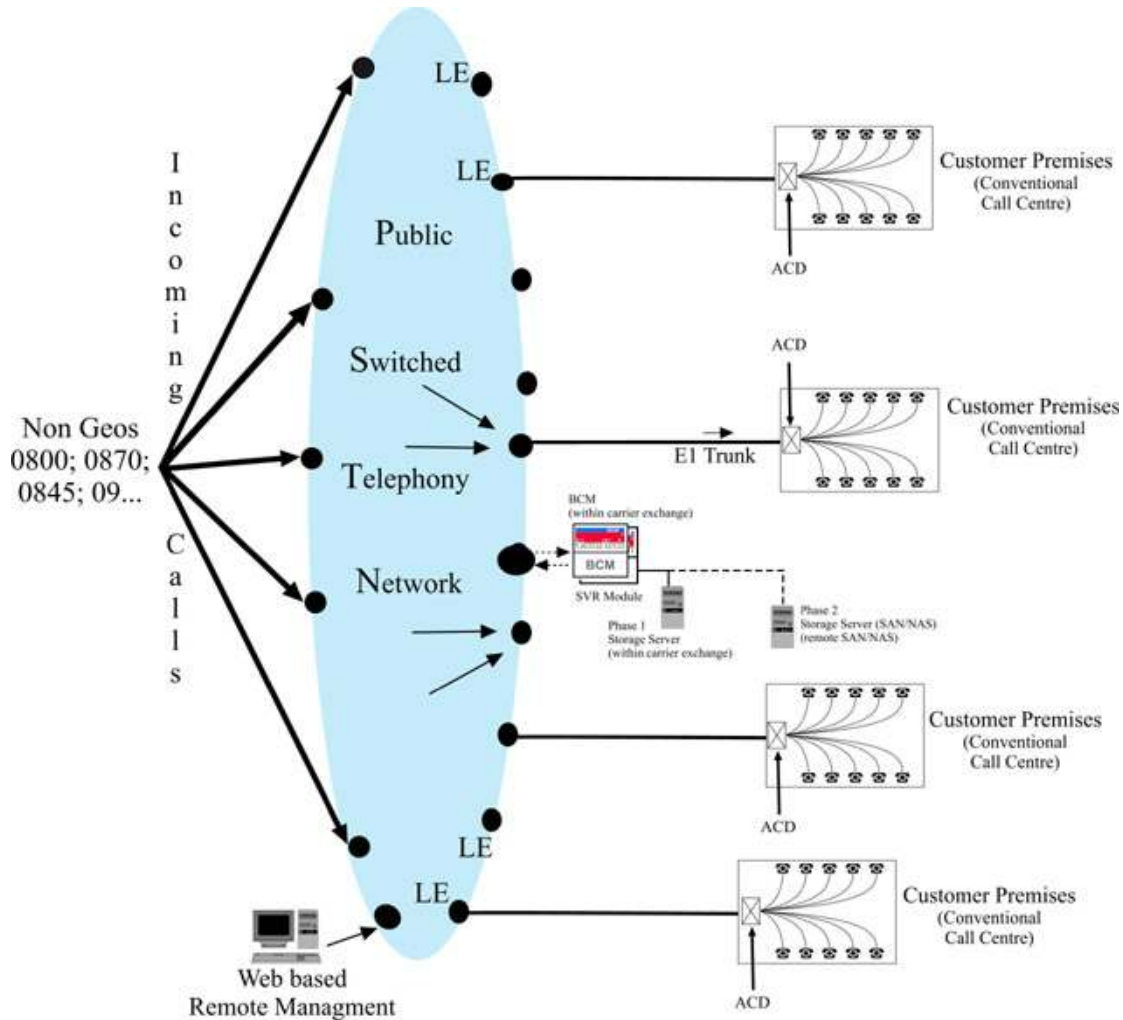


LEGEND




-  GemaTech's BCM located in either a selected Tier 1 carrier exchange or a secure, remote location
-  Existing ISDN 30(s) telephone connections from local exchange to Call Centre ACD
-  Redirected calls to Agents relocated to any number of alternative locations
-  ISDN 30(s) connection(s) to GemaTech's BCM
- LE Local Exchange

GemaTech's Business Continuity Product BCM (Business Continuity Manager)

Example 2: Networked Call Centre Recovery Prior to Invocation

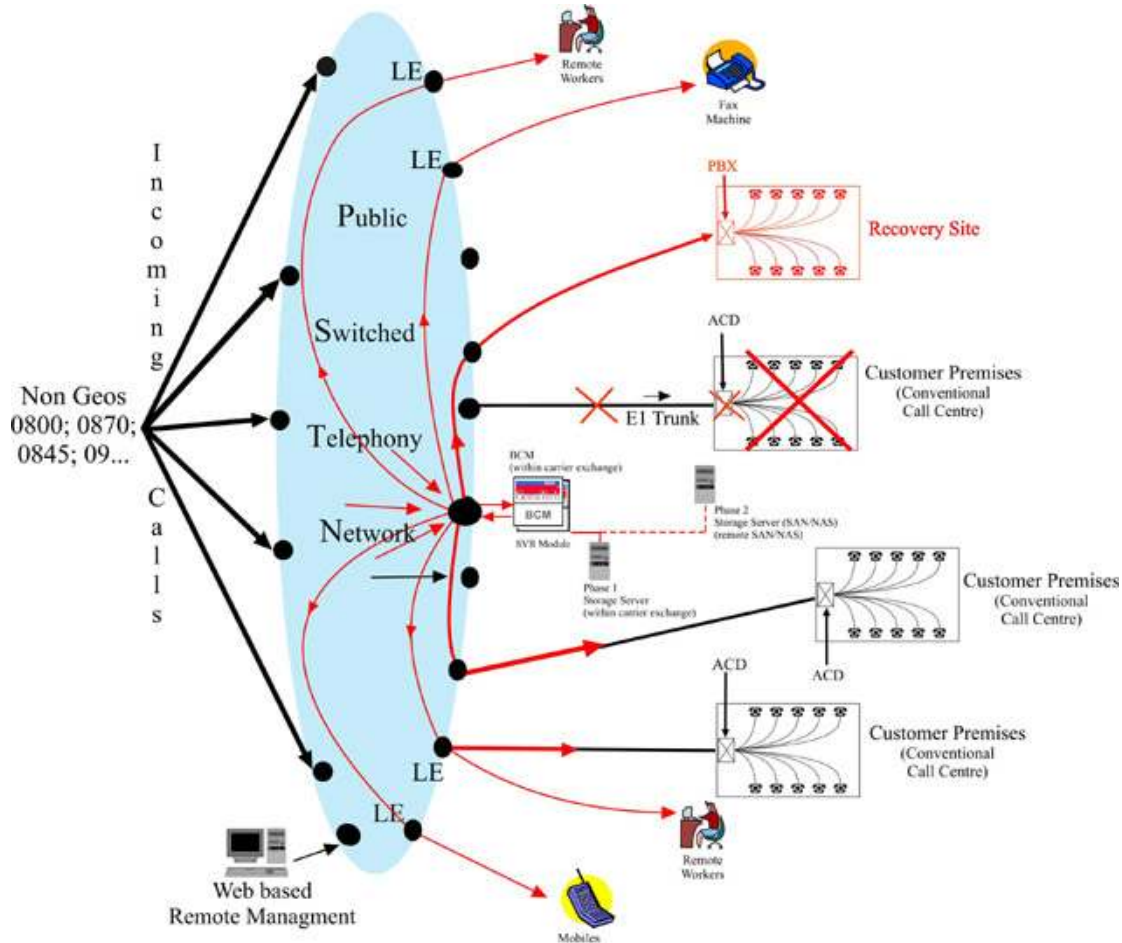


LEGEND





-  GemaTech's BCM located in either a selected Tier 1 carrier exchange or a secure, remote location
-  Existing ISDN 30(s) telephone connections from local exchange to Call Centre ACD
-  ISDN 30(s) connection(s) to GemaTech's BCM
- LE Local Exchange

GemaTech's Business Continuity Product BCM (Business Continuity Manager)

Example 2: Networked Call Centre Recovery Immediately following Invocation



LEGEND

-  GemaTech's BCM located in either a selected Tier 1 carrier exchange or a secure, remote location
-  Existing ISDN 30(s) telephone connections from local exchange to Call Centre ACD
-  Redirected calls to Agents relocated to any number of alternative locations
-  ISDN 30(s) connection(s) to GemaTech's BCM
- LE Local Exchange