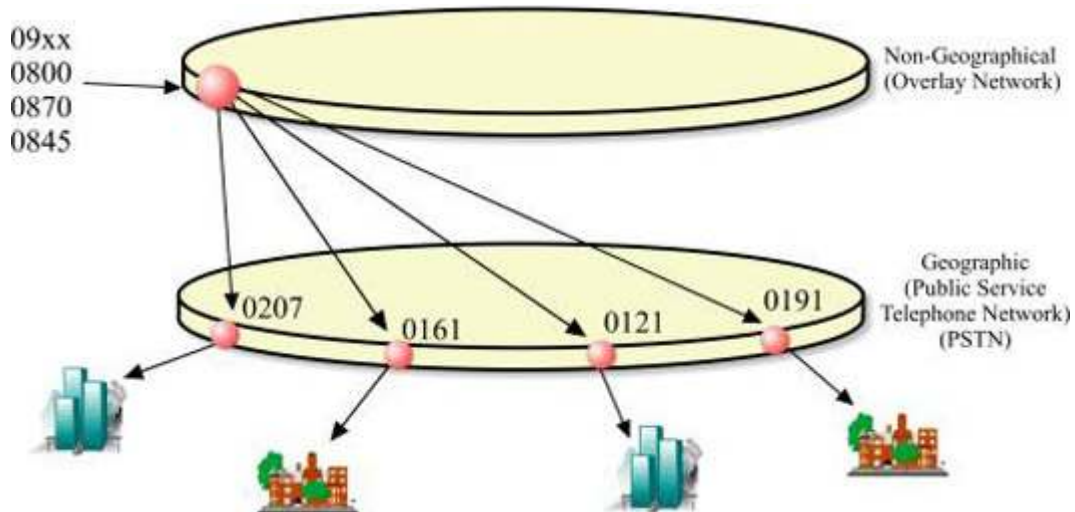


GemaTech's Enhanced Telecommunications Recovery Solution for Call Centres

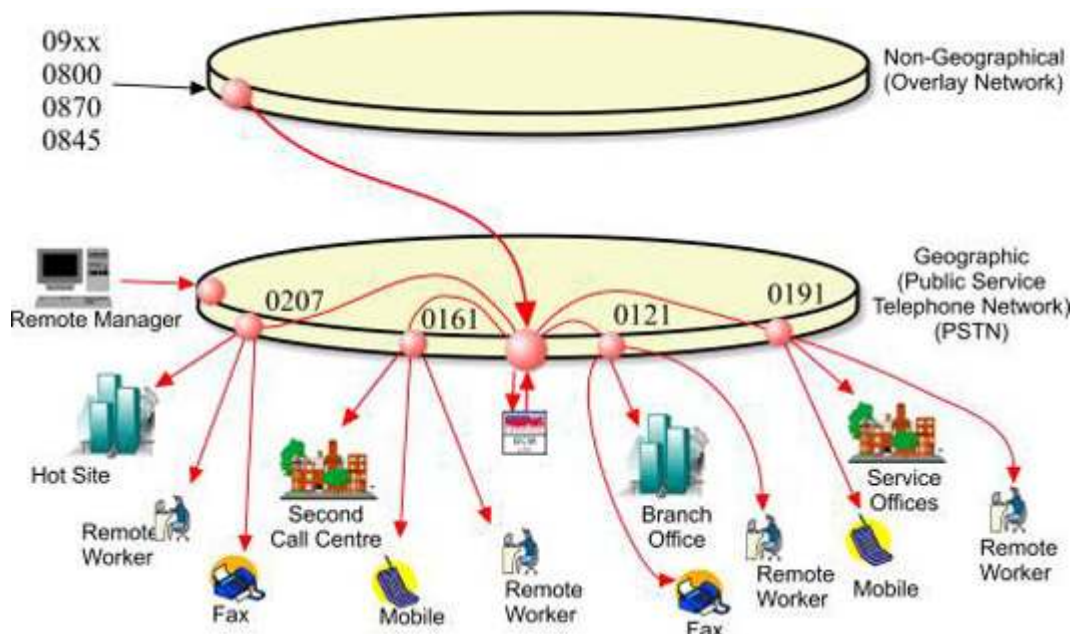
Solution Currently Available from the Carriers

The various Carriers currently have the ability to re-direct individual non geographical numbers to an alternative geographical number



GemaTech's Unique Enhanced Solution

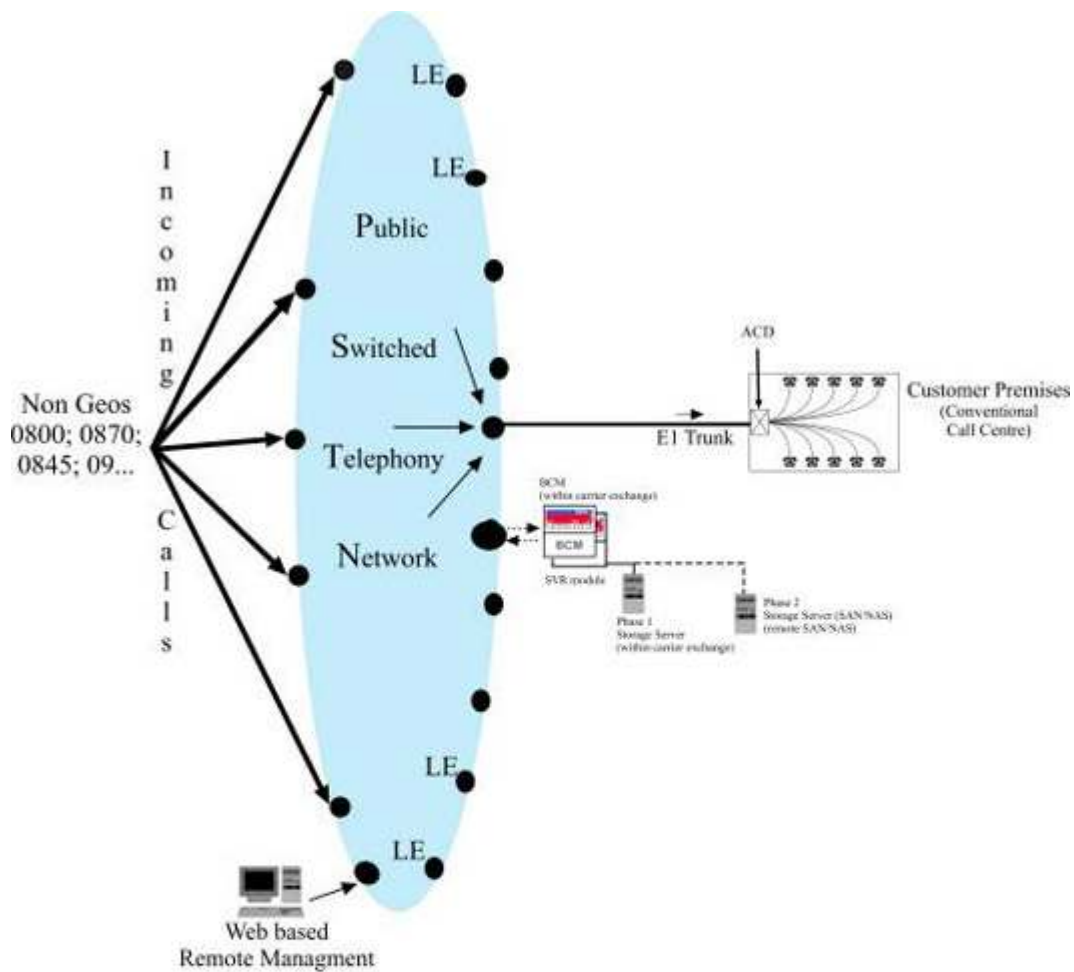
GemaTech's BCM can instantaneously re-route any number of service numbers to any number of Call Centre Agents who have re-located anywhere (Recovery site, other offices, homes, mobiles etc) – while retaining full skill based routing – AND provide full voice recording






“GemaTech - Taking the solution to the Agents rather than dragging the Agents to the solution”

**GemaTech’s Business Continuity Product BCM
(Business Continuity Manager)**

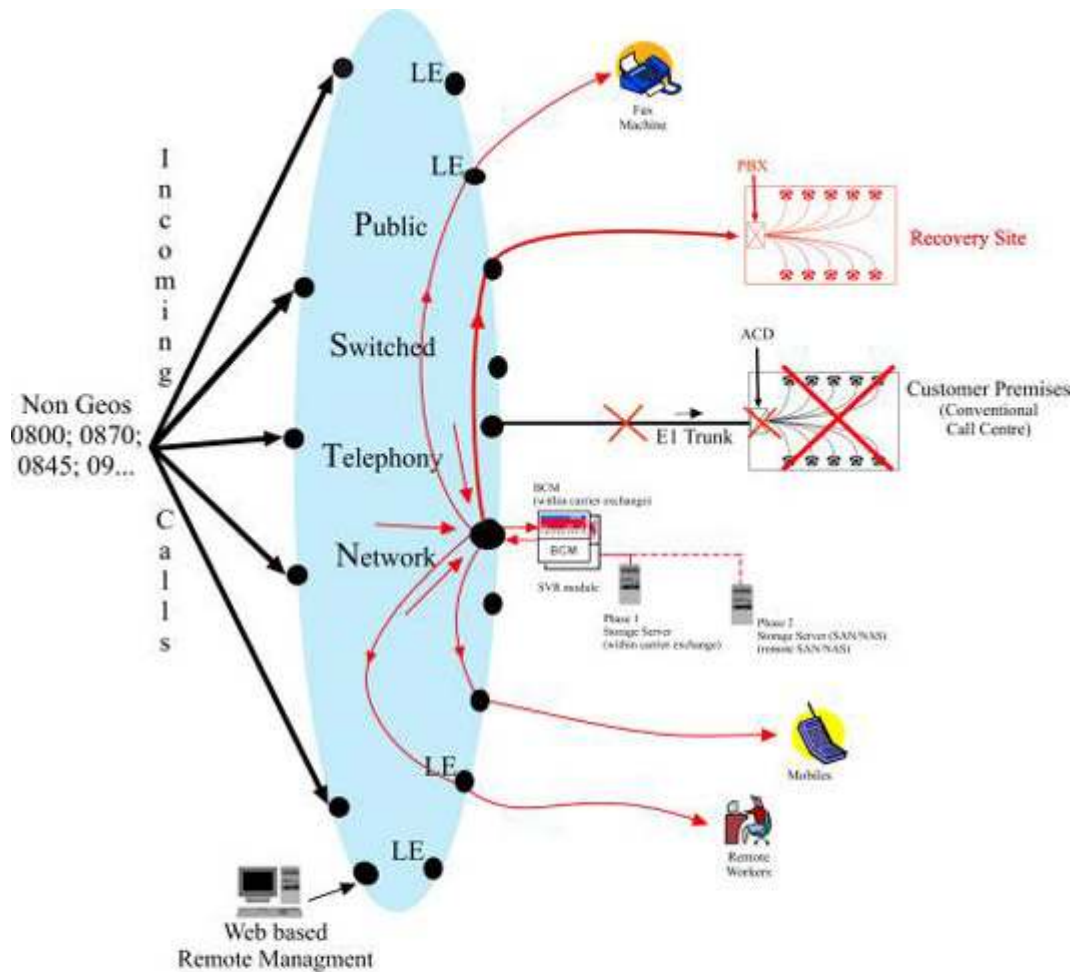
**Example 1: Single Call Centre Recovery
Prior to Invocation**







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

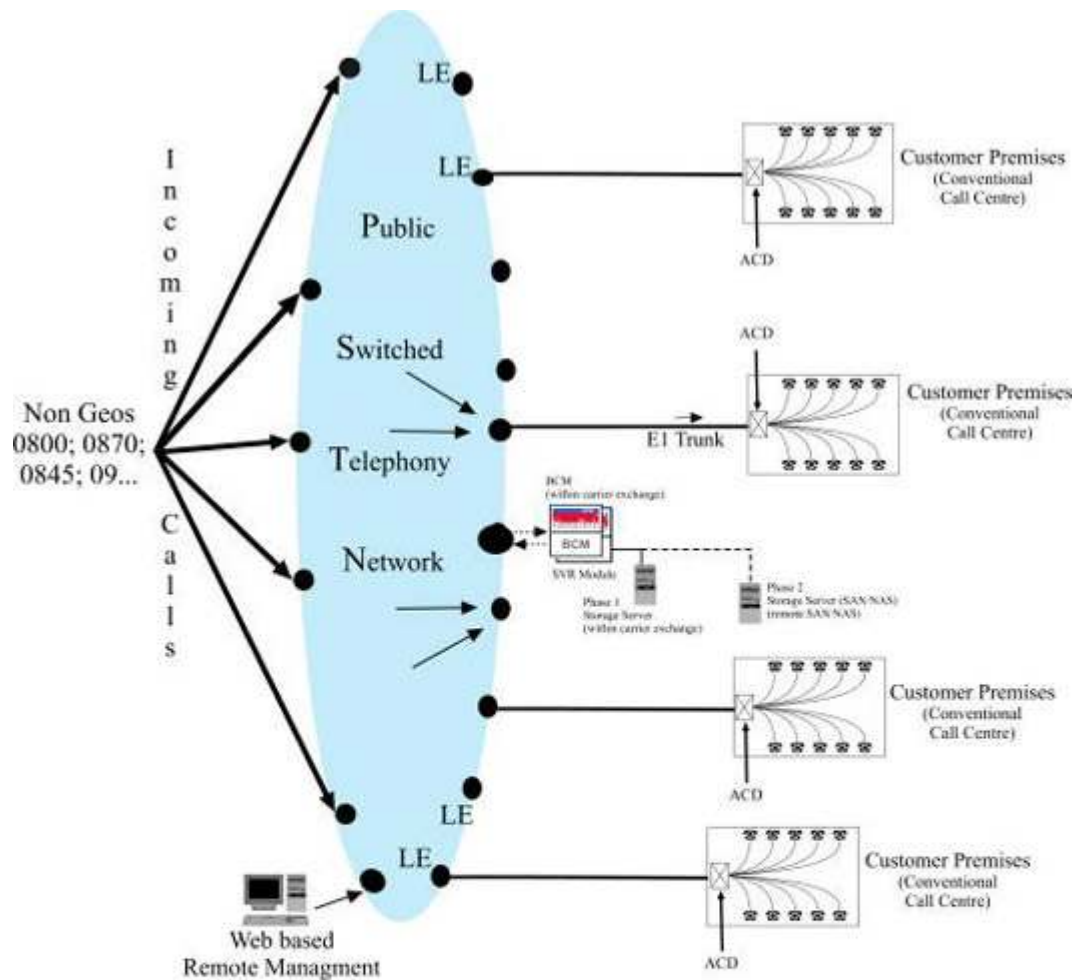
GemaTech's Business Continuity Product BCM (Business Continuity Manager) Example 1: Single Call Centre Recovery Immediately following Invocation






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: Multi Site Call Centre Recovery Prior to Invocation

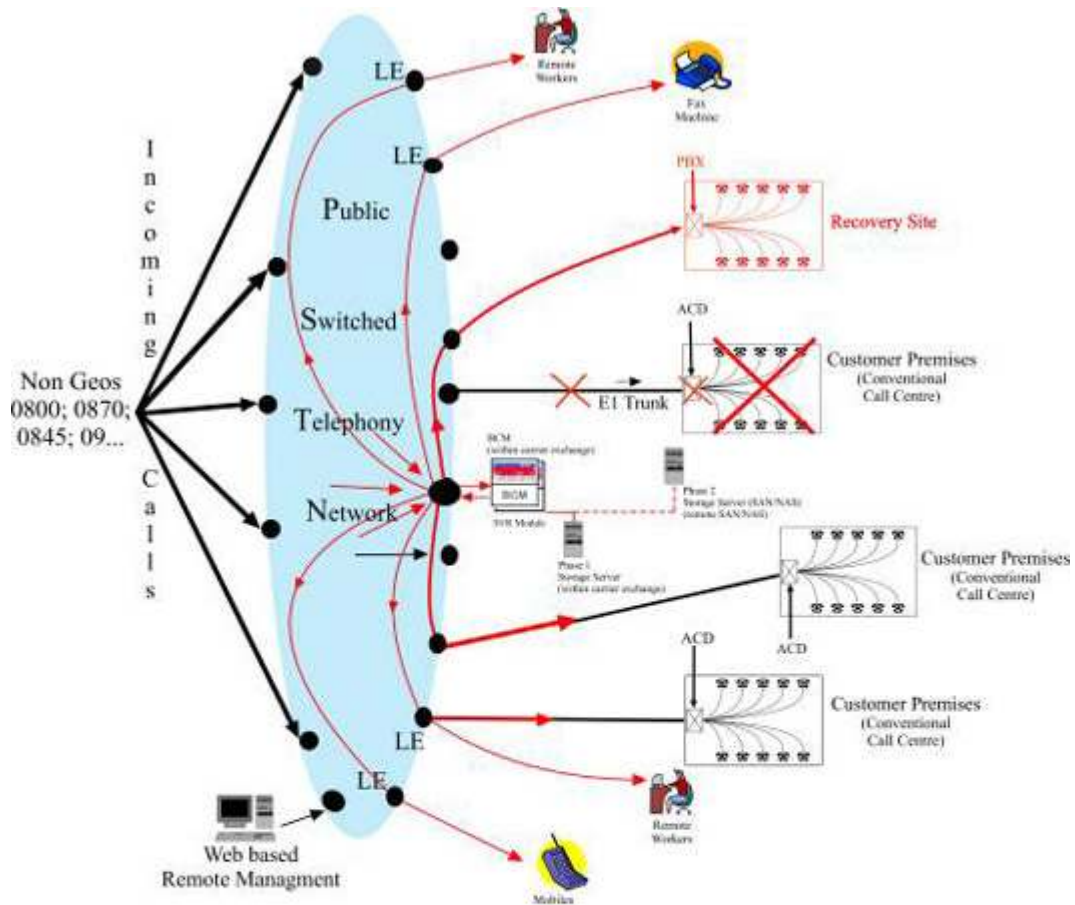


LEGEND





-  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: Multi Site 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