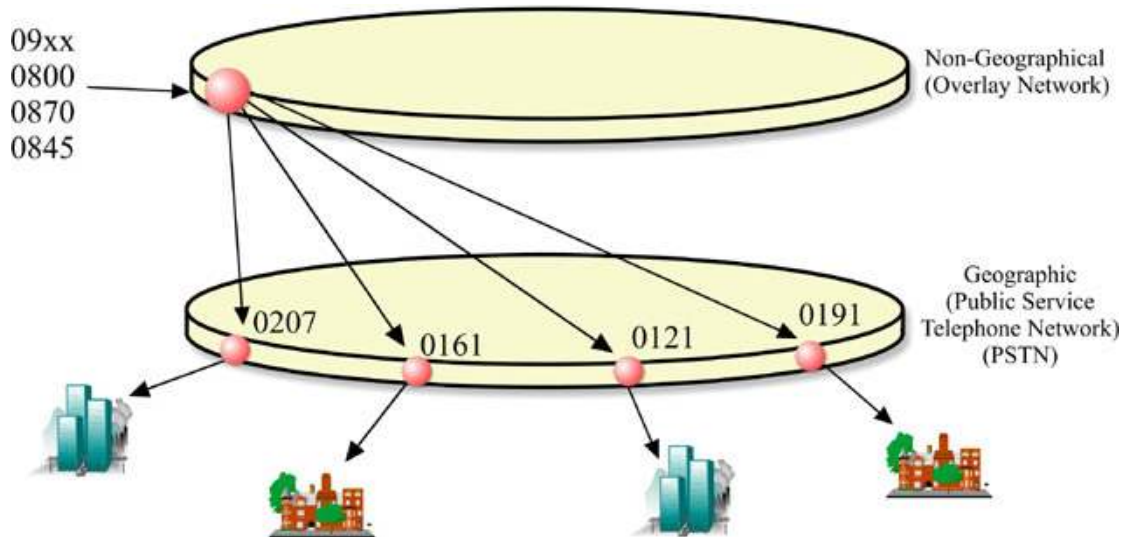


GemaTech's Enhanced Telecommunications Recovery Solution for Call Centres

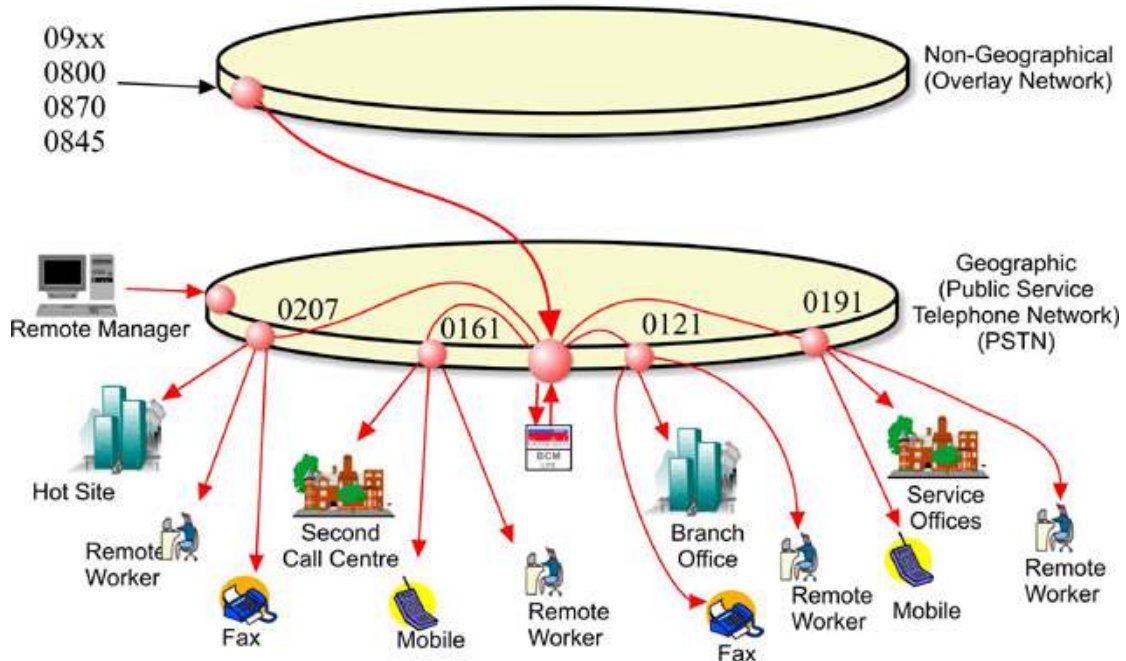
Solution Currently Available from the Carriers

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



GemaTech's Unique Enhanced Solution

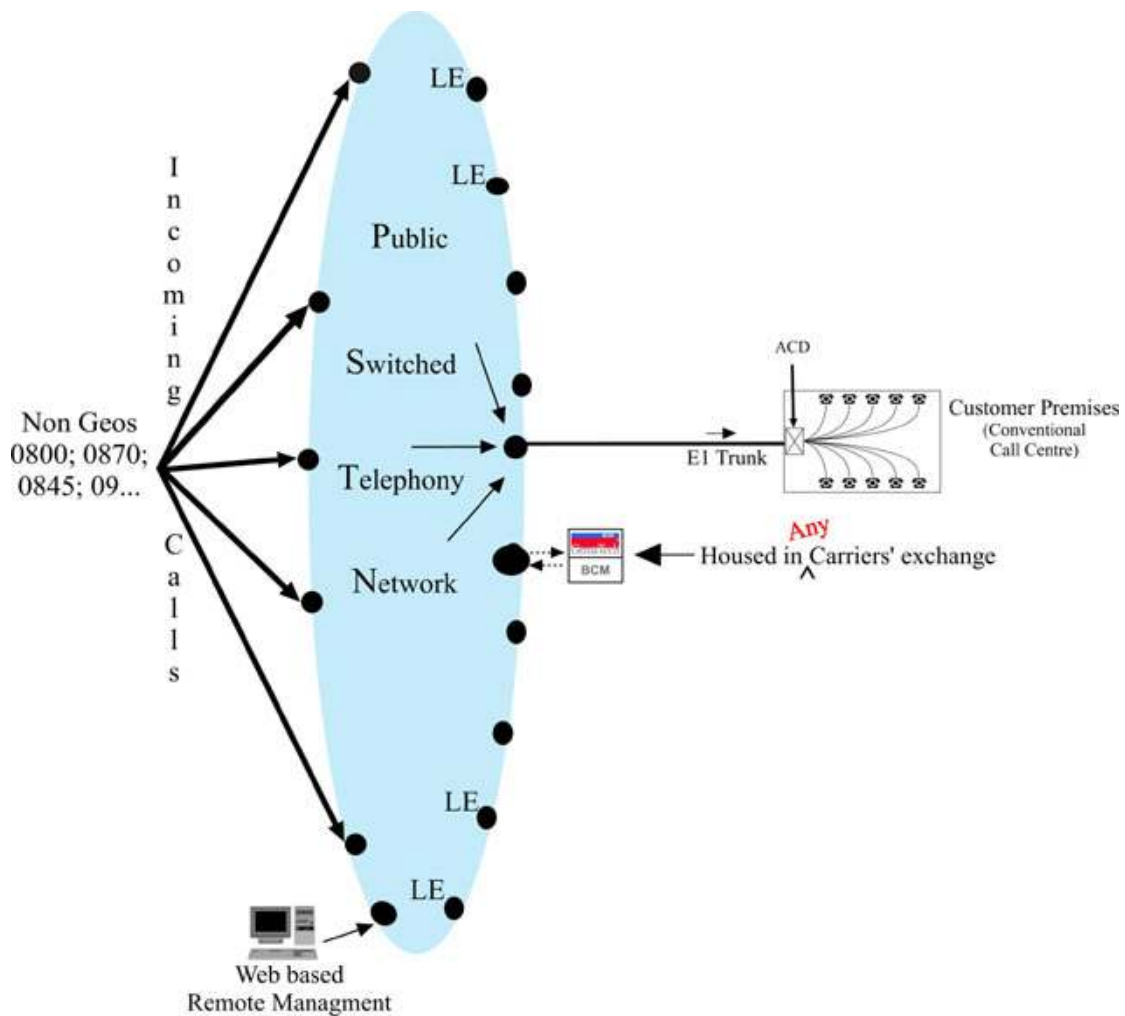
GemaTech's BCM can instantaneously re-route any number of service numbers to any number of Call Centre Agents who have re-located anywhere (Recovery site, other offices, homes, mobiles etc) – while retaining full skill based routing – AND provide full voice recording






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

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

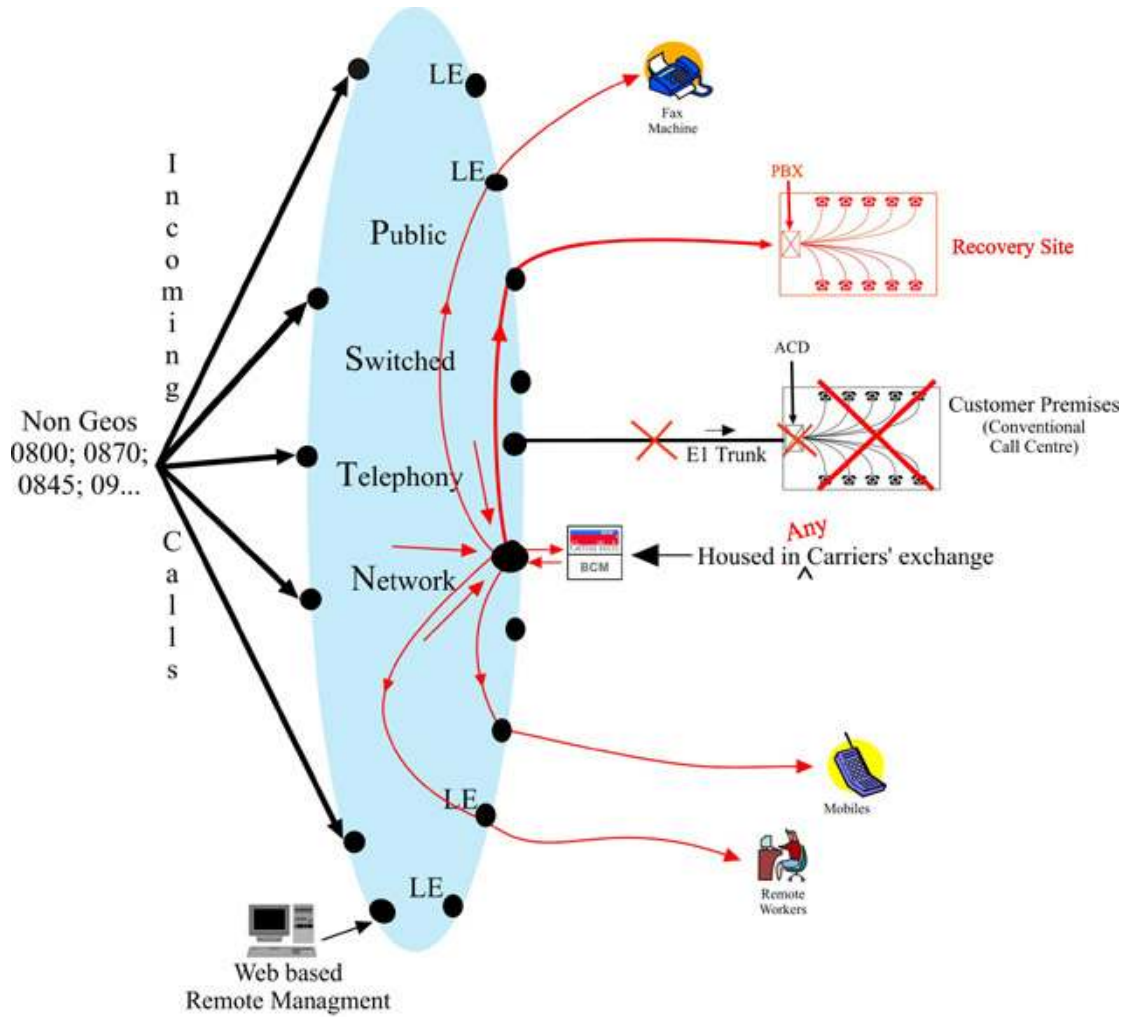
Example 1: Single Call Centre Recovery Prior to Invocation







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**

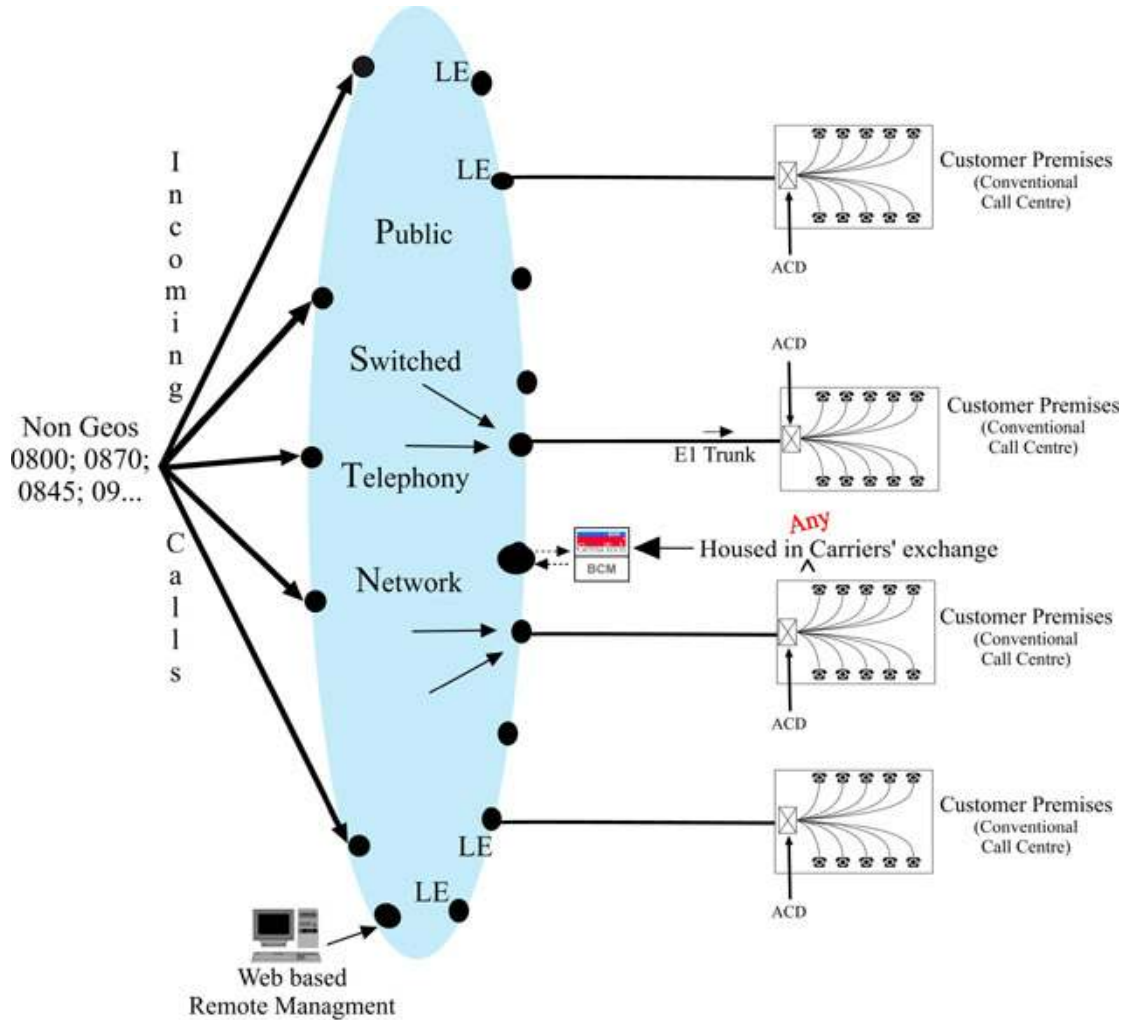


LEGEND

-  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



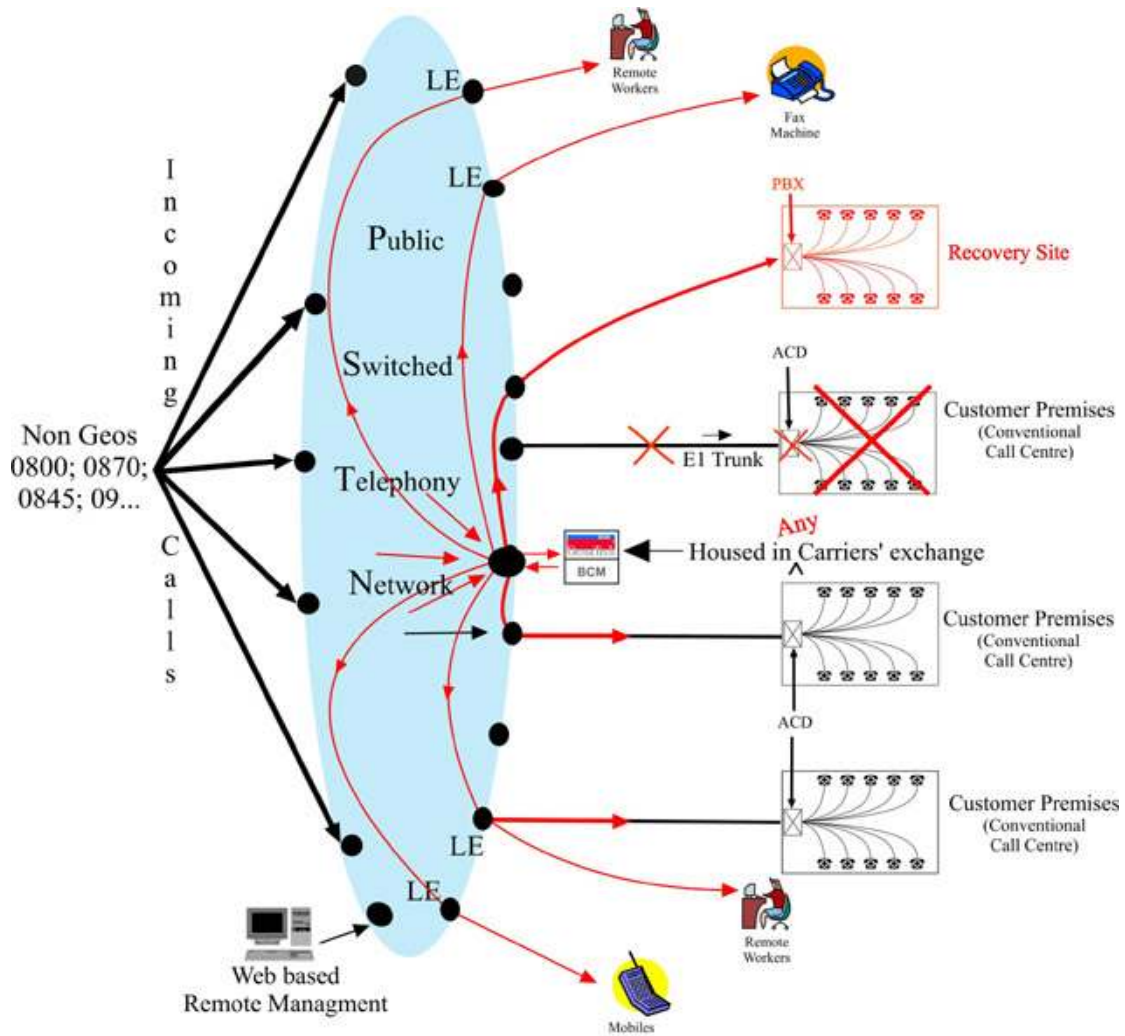
ISDN 30(s) connection(s) to GemaTech's BCM

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