



## **BUSINESS CONTINUITY SPECIALIST LAUNCHES COMPREHENSIVE TELECOMS SOLUTION TO SUPPORT FLEXIBLE WORKING**

### **- GemaTech announces further enhancements to market-leading BCM<sup>LITE</sup> product -**

**13/10/06-** Recent events are setting the precedence that the adoption of more flexible ways of working is becoming increasingly imperative to address a myriad of issues created by the 24x7 society. From the escalating cost of fuel to the anticipated flu pandemic, those organisations insisting on office based employees for all jobs, from individuals to senior management, are in for a shock.

To help combat such issues, telephony solutions specialist, GemaTech, announces the launch of its new enhanced Business Continuity Manager (BCM<sup>LITE</sup>) product in a bid to support flexible working practices - providing businesses with the ability to integrate home/flexible working into their day-to-day business.

GemaTech's new BCM<sup>LITE</sup> Option II product is a significant development of its existing BCM<sup>LITE</sup> unit. The solution will not only provide resilient re-routing of all incoming calls to individual geographic DDIs but also the ability to provide secure recording of calls effectively from within the telephone carrier's network.

Secure voice recording technology is proving to be a major asset to many organisations, with more and more businesses being required to record all of their inbound and outbound calls for compliance and other legal reasons as well as providing peace of mind with protection and support with possible dispute resolution.

Graham Chick, Chief Executive, GemaTech, comments, "Given the significant increase in the adoption of voice recording technologies, the most sensible, and secure, place to locate the recording equipment is in the serving carrier's exchange – protected from cut telephone cables in the street, failed PBX or damaged building. This is precisely what GemaTech's combined BCM<sup>LITE</sup> / SVR<sup>LITE</sup> unit is designed to do – provide a secure, network based voice recording solution as well as a resilient solution to recover by re-routing inbound calls to individual DDIs

In addition, GemaTech is now also offering a unique Carrier Vectoring solution which allows any telecoms manager to switch between alternative selected carriers, on a



daily basis if they wish, to ensure all outbound telephone calls are charged at the lowest call tariff available.

Chick continues, "Certainly if organisations are prepared to put in place facilities to enable employees to work from home in times of disaster or crisis, there is no reason why this same technology cannot be deployed on a day-to-day basis. Our new enhanced product with its added functionality and uses can certainly go a long way in helping businesses to achieve a much more flexible way of working."

Chick concludes, "As organisations are forced to rethink their business strategies, enabling flexible working will be a key element in facilitating an acceptable work/life balance and, critically, ensuring business as usual during unexpected incidents."

**- Ends -**

#### **About GemaTech**

GemaTech designs and develops products and solutions which deliver telephony business continuity and secure voice recording by obviating telecommunication failure and aiding dispute resolution respectively.

GemaTech has over 10 years expertise in developing niche applications for the telecommunications industry. Founded in 1995, and headquartered in Guernsey, GemaTech also has operations in Basingstoke, and San Diego.

GemaTech specialise in delivering cost effective, scalable solutions ensuring that organisations, large or small, can benefit from the deployment of GemaTech's innovative technology delivering measurable and quantifiable returns on investment.

GemaTech's unique business continuity products and services are capable of ensuring the instantaneous, seamless and total recovery of 100% of an organisation's incoming calls, the lifeblood of any company, by intelligently re-directing any number of individual DDIs to any number of alternative destinations – and activated in seconds after an invocation.

GemaTech's secure voice recording product, available as an additional module to enhance the business continuity products, enables all re-routed calls to be call recorded, as well as a stand alone product delivering a number of unique features including dual channel or "stereo" recording of all calls, ideal for dispute resolution.

GemaTech has customers across many vertical sectors, including financial services, banking and insurance and the travel industry. Some of GemaTech's key customers include, Travel Councillors, Regency Mortgage Brokers, Kudos Research, Access Accounting, Message Labs, Ultimate Insurance and Richmond Corporate Services.

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