

## InstaNet™ - Emergency response and business continuity solutions

### ■ ■ ■ ■ The right information to the right people

According to Forrester Research 49 percent of survey responses confirmed that business continuity plans frequently fail to address staff communication and collaboration - essential when information is needed quickly in a crisis. This is backed up by a recent DTI survey showing that up to 80% of businesses affected by a major incident close within 18 months.

When the worst happens it's imperative that the right people have access to the right procedures and information – reliably, accurately and without delay even if your IT systems or mobile network are down.

Even outside of disaster or emergency situations, how do you get important information, news updates or announcements to staff without risking that they get lost in the myriad of emails staff can get bombarded with on a daily basis

### ■ ■ ■ ■ Avoid email to deliver a smart solution

InstaNet uses a smart combination of fixed and mobile communications technologies which together produce a solution that keeps people up to date and well informed no matter where they are. At the same time, InstaNet avoids the email deluge to ensure that key messages are delivered promptly, at the right time and in a highly visible manner.

This means that in the event of a disaster critical information will be at their finger tips and capable of being acted on immediately if the communications infrastructure takes a hit through loss of your computer network; you have an internal systems failure; lose ISP / internet connectivity; or even your mobile phone network is down!

InstaNet Business Continuity provides an effective solution to enable all your key staff (or even all your staff if you wish) to have your Disaster Recovery / Business Continuity plans pushed automatically to their BlackBerry devices before disaster strikes and stored in dedicated data files (rather than being lost in a quagmire of email traffic and attachments).

### ■ ■ ■ ■ The problem with email

Although email is commonly used to deliver staff communications content, increasingly businesses are finding that important information is either delayed or, even worse as our reliance on e-mail increases and the sheer volume of e-mails that people receive means that messages can increasingly get blocked, bounced or buried in a quagmire of unread emails.

Worse in an emergency or business disaster situation attachments that need to be downloaded to be read or viewed can then be unavailable at the very time they are needed most.

### ■ ■ ■ ■ InstaNet Business Continuity™

InstaNet Business Continuity from Interchange Group provides a total corporate information tool that doesn't rely on email. With InstaNet you can securely deliver documents, procedures, service manuals, diagrams, videos, rotas etc directly on to individuals' BlackBerry smartphones, unobtrusively and reliably; and be assured that the information will be refreshed each time it is updated at the office. So when staff need to access critical information, it is available immediately - even if your IT systems or mobile network isn't.

### ■ ■ ■ ■ Key Features

- ▶ Business Continuity applications utilising 'Over the Air Push' secure updates for mobile users
- ▶ Delivers defined content to all users, user groups or even individuals according to need
- ▶ Includes text, graphics and video
- ▶ Enables links to supporting documentation on a corporate intranet or on the web
- ▶ Communications Scheduler enables information feeds to be staggered across a time period
- ▶ Expired content removed from the device once it is no longer valid
- ▶ Desktop and mobile smartphone options

### ■ ■ ■ ■ Typical Uses

InstaNet's flexible design means that it can be used to provide essential and time critical information as well as news feeds and the latest company or industry news.

Typical applications and uses include:

- ▶ Business Continuity
- ▶ Emergency Procedures and Contact Lists
- ▶ Business Procedures Updates
- ▶ Escalation Updates
- ▶ Changes in Legislation
- ▶ Health and Safety
- ▶ Company, Sales and Industry News
- ▶ Product Revisions
- ▶ Staff Bulletins
- ▶ Customer News Feeds
- ▶ User Guides & Reference Manuals
- ▶ Video & Audio Based Training

 **BlackBerry**

Alliance Elite Member

### For more information:

To find out more about this or other Interchange Group mobile applications, or mobile worker / field force automation in general, simply contact our mobile working specialists on 0333 555 5716 or email [info@interchange-group.com](mailto:info@interchange-group.com)

# Interchange Group Services and Product Portfolio



## Remote and Mobile Worker Solutions

- Converged Voice and Mobile Data solutions:
  - Sales / Field Worker Mobility
  - Mobilisation of Existing Applications
  - Systems Integration
- Solution Evaluation & Selection
  - Standard Applications
  - Mobile / Wireless Device Selection including portable Bluetooth scanners and printers
  - Digital Pen & Handwriting Recognition Solutions
- Installation, Implementation and Configuration
- Device and Infrastructure Selection and Supply

## Mobile Data Applications

- Business Continuity
- Employee Communications
- Electronic Notebook
- Personnel Alarm
- Police & Uniformed Services
- Email2Calendar
- Field Engineering
- Mobile Worker
- Custom Application Design & Development

## BlackBerry™ Services

- Sourcing, testing, installation, and support of 3rd party applications and products e.g.:
  - Flowfinity Mobile Data Collection
  - BoxTone User Administration
  - GroupWise for Blackberry Integration
  - Rove Remote System Administration
  - Mobile email and PIM
- Bes Installation and Configuration
- High Availability Solutions and Services
- Mobile Applications development for BlackBerry, Android and Windows Mobile

## Infrastructure Solutions

- IP and Telecoms Network Infrastructure Design and Commissioning (VoIP)
- Voice Network Installation and Configuration
- Virtual Private Network (VPN) installation
- Firewall implementation
- Business Systems Remote Access
- Connectivity Advice
- Hardware Selection / Provisioning
- Wireless Networking (WiFi)
- Installation and Configuration

## Corporate Solutions

- Hosted & Enterprise Customer Service and CRM
- Helpdesk
- Corporate Information, Content Management, and Collaboration
- Staff and Customer Self Service Portals
- High Availability Solutions
- Implementation Consultancy

## Technical Consultancy

- IP and Telecoms Network Infrastructure
- Requirements Analysis and Needs Audits
- Hardware selection / provisioning
- Data and Network Security
- Ongoing Support
- System Implementation
- User Training

## Business Consulting

- Strategy Consulting
- Business Process Improvement
- Needs, Requirements and Benefits Analysis
- Benefits Driven Change Management
- Project Management

## Network Infrastructure

- Network Strategy and Design
- Network monitoring & optimisation
- Cabling and Installation
- Network performance optimisation

## Security

- Data, VoIP and Network Security
- SSL Implementation
- VPN Security Installation, Configuration and Management
- Firewall Implementation

## Managed Services and Outsourcing

- Outsourced Helpdesk / Call Centres
- Hardware and Applications Hosting
- Website / Portal Hosting
- Third Party Software Support
- Hardware Repair & Warranty Services
- End-to-End Warranty Management
- On-site Technical Support
- IT Administration
- Contingency Planning and Recovery
- Asset Recovery and WEEE Compliance
- Remote or on-site system management and support
- Repair of mobile phones and PDAs.
- Field Engineering and Technical Services
- IT and BES Administration
- Contingency Planning and Recovery
- High Availability BES implementation



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