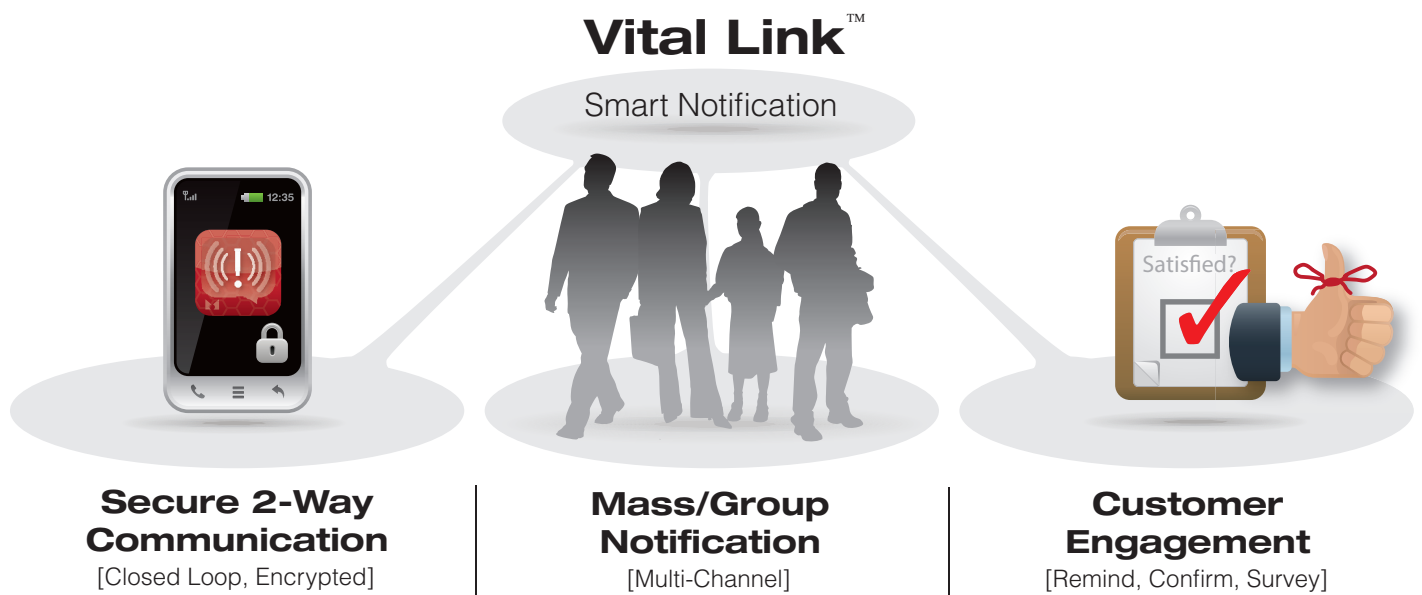


Get the Right Message to the Right Person at the Right Time



With Mutare's Vital Link™ Smart Notification, your enterprise will always be able to get the right message to the right person at the right time. That's because Vital Link is actually three systems in one. Vital Link combines Mass Notification, Secure Smartphone Communications and Customer Engagement into a single system. All for less than you would pay for one system by itself.

“This storm hit us at the worst possible time being one week before the election, and election advertising being more than 30% of our business this year. Your tool allowed NCC Media to continue operating, reallocate resources from non-affected regions to supplement the personnel losses in the affected regions. Your support is great, product is great, thank you!!”

— Seth Weingarten, VP of Network Technologies, NCC Media

Vital Link™

Smart Notification



Secure 2-Way Communication

[Closed Loop, Encrypted]

- Closed loop encrypted communication to and between smartphones.
- Replaces one-way paging.
- Improves workflow and reduces communication errors.
- Includes reporting analytics for regulatory compliance.



Mass/Group Notification

[Multi-Channel]

- Rapid mass notification for groups large and small.
- Issue evacuation, shelter in place, personnel recall and closing notices in minutes.
- Full reporting, real-time dashboards and message acknowledgment status.



Customer Engagement

[Remind, Confirm, Survey]

- Supports appointment reminders, delivery notices and real-time acknowledgments.
- Engages customers with surveys.
- Customizable mobile apps to securely access contact center and customer support.

Deployment Options

Vital Link can be hosted in the Mutare cloud, deployed on premise or in a hybrid manner to meet functional requirements.

Multi-Channel Support

Send messages by phone, email, text, SMS, IM, secure client, RSS and Twitter ensuring delivery even under the most challenging situations.

Benefits

- Increase revenues and customer loyalty with engagement.
- Decrease costs with multi-functionality.
- Document regulatory compliance with full reporting and analytics.

Vital Link			
Secure MESSAGING			
Group NOTIFICATION			
Customer ENGAGEMENT			
Inbox	Send Message	Sent Messages	Accounts
Code Blue Response Times			
Device Name	Sent	Routed To Carrier	Received By
Richard Quattrocchi (9003)	01/21/2013 15:02:10	01/21/2013 15:02:12	01/21/2013 15:02:12
Ben Crown (9001)	01/21/2013 15:00:26	01/21/2013 15:00:28	01/21/2013 15:01:01
Mike Sorensen (5046)	01/21/2013 14:42:02	01/21/2013 14:42:03	01/21/2013 14:42:03
David Porwancher (9005)	01/21/2013 14:42:02	01/21/2013 14:42:03	01/21/2013 14:45:25
Jason Decker (2388)	01/21/2013 11:32:01	01/21/2013 11:32:04	01/21/2013 11:32:04
Patti Do (9016)	01/21/2013 11:32:01	01/21/2013 11:32:04	01/21/2013 11:32:17
Brian McDonald (9631)	01/21/2013 11:32:01	01/21/2013 11:32:04	01/21/2013 11:32:51
Jeremy Parker (7416)	01/21/2013 11:32:01	01/21/2013 11:32:04	01/21/2013 11:32:51
Roy Rich (8774)	01/17/2013 11:02:31	01/17/2013 11:02:31	01/17/2013 11:02:31
Tom Tibury (3595)	01/14/2013 13:19:04	01/14/2013 13:19:04	01/14/2013 13:19:04
Scott Porwancher (7412)	01/14/2013 13:19:04	01/14/2013 13:19:04	01/14/2013 13:19:04
Roger Northrop (8854)	01/10/2013 11:18:05	01/10/2013 11:18:05	01/10/2013 11:18:05
Brian McDonald (9631)	01/10/2013 09:57:41	01/10/2013 09:57:41	01/10/2013 09:57:41
Ben Crown (9001)	01/10/2013 09:57:41	01/10/2013 09:57:41	01/10/2013 09:57:41
Scott Brown (2496)	01/10/2013 09:57:41	01/10/2013 09:57:41	01/10/2013 09:57:41
Roy Rich (8774)	01/07/2013 15:44:48	01/07/2013 15:44:48	01/07/2013 15:44:48
Roy Rich (8774)	01/03/2013 15:04:40	01/03/2013 15:04:40	01/03/2013 15:04:40

Device Name

Richard Quattrocchi (9003)

Ben Crown (9001)

Mike Sorensen (5046)

User Responded	Duration
01/21/2013 15:02:34	00:00:24
01/21/2013 15:01:10	00:00:44
01/21/2013 14:43:11	00:01:09

About Mutare

Mutare's unified messaging, smart notification and speech technology products help increase your sales, reduce your costs and assist with regulatory compliance. Mutare is what unified communications should be – fast, easy and guaranteed. For more information visit us at www.mutare.com.

 **Mutare**
Unify, Notify, Simplify

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